



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE *of the* TOWN MANAGER

REPORT OF THE TOWN MANAGER

July 20, 2022

Wildcat Transit: On June 15, I received a letter from UNH Transportation Services regarding Wildcat Transit in Newmarket informing us of planned changes in Wildcat Transit service to our community.

In spring 2021, the University gave one year notice to the UNH community and Town of Newmarket of its intention to terminate Wildcat Route 5 service in May 2022. Following two public hearings, the University agreed to continue service for two years - increasing frequency to five-weekday roundtrips: enhancing ridership promotion and outreach, and actively monitoring patronage. Unfortunately, the ridership results of this past academic year have shown further deterioration in the average number of riders per round-trip.

Based on this year's observed ridership and subsequent April 2022 Transportation Policy Committee discussion and consensus, the University is announcing its decision to end Wildcat Transit Newmarket service after the spring 2023 academic session.

They did not arrive at this decision lightly. UNH has provided Wildcat Transit Route 5 service to Newmarket via NH 108 for over 35 years. Ridership peaked in the early 2010s before the recent student housing boom in Durham, during which over 2,500 near campus beds were added. This student housing increase in Durham, along with the changing demographics and housing prices of Newmarket, has resulted in a steady and steep decline in transit ridership between Newmarket and Durham over the past ten years.

In the academic year 2011-12, over 70,000 trips were made on the route. By 2019-20 (pre-COVID), ridership had declined to just above 15,000. During the current academic year – with increased service, outreach, and promotion, ridership is projected to finish below 4,000.

Their Transportation Policy Committee closely monitors ridership and established a target benchmark of fourteen passengers per roundtrip run. Route 5, even with recent year adjustments, real-time information services, and route efficiency improvements, has declined to an average of fewer than six passengers/run (from peaks well above the mid-20s/run in the early 2010s). Operating costs for this route are funded exclusively by the University community through fee support and are estimated at \$50,000 in the current fiscal year.

This ridership and operational realities are neither fiscally nor environmentally sustainable. The University must focus its limited transit resources (rolling stock, drivers, and locally funded operating costs) on

boosting the reliability of the highly utilized Campus Connector system and reinforcing existing Wildcat service to Portsmouth and Dover.

Newmarket service will continue next academic year (2022-2023) at the current service level of 5 round-trips daily Monday – Friday (including serving Bennett Way/Cherry Hill apartments upon request) until May 17, 2023.

Town Engineer: I am pleased to announce that I have appointed Lyndsay Butler as the Town Engineer. Ms. Butler is currently serving as a town engineer in Salem NH, where she manages the MS4 program, capital projects and assists departments with capital planning. Previously, she worked for Wright Pierce of Portsmouth, where she worked with numerous municipalities on projects, including Newmarket. She is currently a resident of Stratham. Lyndsay will begin in late August.

Tucker Well Easement: I am happy to say that the Board of Tax and Land Appeals determined that the easement we are taking from Mr. McClellan for the Tucker Well development was far less than the \$285,000 that he was looking for. The Board determined it would be \$20,000 for the cost. This is more than the \$3,100 that the independent appraiser determined the value when we began the taking process, it is less than the \$25,000 we initially offered before.

Cable Franchise Agreement: I have received a proposed renewal agreement for our franchise agreement with Comcast. This agreement allows Comcast to provide cable television service to the community for a period of ten years. I have asked our telecommunications attorney to look at it and we will have more information in the near future.

ONGOING PROJECTS

****This section will not be reported orally to the Town Council at the meeting but will use this as a chance to update on any developments in ongoing projects.****

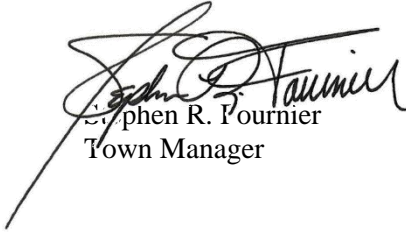
New Road: The project is underway.

Contracts Signed on Behalf of the Town Since Last Meeting:

- Employment Agreement – L. Butler, Town Engineer
- Newmarket Community Center & Leo Landroche Recreation Complex restricted campus policy June 1st, 2022
- Newmarket NHA CDBG Request - \$21,562.50
- Payroll Register for the pay period of 5/29/22-6/11/22, in the amount of \$128,331.54
- AP Check Run DATE: 06/16/2022 CHECK RUN: 061622-1 AMOUNT: \$ 153,281.35
- AP ACH Payments: 0615/2022 – \$38,497.07
- AP Check Run DATE: 06/08/2022 Check RUN: 060822-1 AMOUNT: \$ 59,389.94
- AP Check Run DATE: 06/23/2022 CHECK RUN: 062322-1 AMOUNT: \$ 152,409.50
- Payroll Register for 6/30/22 in the amount of \$126,873.25 (ACH \$118,277.99 and checks \$8,595.26) for the weeks of 6/12/22-6/25/22.
- AP Check Run DATE: 06/30/2022 CHECK RUN: 063022-1 AMOUNT: \$ 377,185.94
- AP ACH Payments: 06/30/2022 – \$38,285.62
- AP Check Run DATE: 07/01/2022 RUN: 070122-1 AMOUNT: \$ 3,218,910.08
- AP Check Run DATE: 07/07/2022 CHECK RUN: 070722-1 AMOUNT: \$ 1,600,555.43
- Engineering Services Request Railroad Ave Residences Review

- Ambulance Fund Transfer - \$75,000
- Grant Applications for Police for \$33,550 for 50% of cost of Body Cameras
- Agreement for Salary Survey and Compensation Study
- Newmarket CDBG-CV June Request \$17,537.02 Community Church Project
- Contract with Civic Plus for Civic Clerk Meeting Software
- Policy And Procedure Order Subject: Bring Your Own Device Policy 6/30/22
- Policy And Procedure Order Subject: Emergency Management of Information Technology Policy 6/30/22
- Policy And Procedure Order Subject: Information Technology Security Policy 6/30/22
- Policy And Procedure Order Subject: Information Technology Administration Policy 6/30/22
- Policy And Procedure Order Subject: It Service Agreements Policy 6/30/22
- Policy And Procedure Order Subject: Software Purchasing Policy 6/30/22
- Policy And Procedure Order Subject: Software Usage Policy 6/30/22
- Policy And Procedure Order Subject: Technology Purchasing Policy 6/30/22
- Policy And Procedure Order Subject: Website Policy 6/30/22

Respectfully Submitted,



Stephen R. Fournier
Town Manager



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE *of the* TOWN MANAGER

POLICY AND PROCEDURE ORDER

SUBJECT: BRING YOUR OWN DEVICE POLICY
FROM: STEPHEN R. FOURNIER, TOWN MANAGER
DATE: 6/30/2022

Bring Your Own Device Policy

The policy for Bring Your Own Device should be read and carried out by all staff.

The Town acknowledges the importance of mobile technologies in improving municipal communication and productivity. In addition to the increased use of mobile devices, staff members have requested the option of connecting their own mobile devices to the Town's network and equipment. We encourage you to read this document in full and to act upon the recommendations.

Purpose of the Policy

This policy provides guidelines for the use of personally owned notebooks, smart phones, tablets and computers for municipal purposes. All staff who use or access the Town's technology equipment and/or services are bound by the conditions of this Policy as well as those of the municipal Personnel Policy related to Information Technology and usage, specifically Appendices A and B.



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE of the TOWN MANAGER

POLICY AND PROCEDURE ORDER

SUBJECT: EMERGENCY MANAGEMENT OF INFORMATION TECHNOLOGY POLICY

FROM: STEPHEN R. FOURNIER, TOWN MANAGER

DATE: 6/30/2022

Emergency Management of Information Technology Policy

The policy for Emergency Management of Information Technology should be read and carried out by all staff

Purpose of the Policy

This policy provides guidelines for emergency management of all information technology within the business.

Procedures

IT Hardware Failure

Where there is failure of any of the business's hardware, this must be referred to the Town's IT department immediately.

It is the responsibility of the IT department to

- Capture data at the time of failure
- Contain the damage and minimize risks in the event of IT hardware failure.



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE of the TOWN MANAGER

POLICY AND PROCEDURE ORDER

SUBJECT: INFORMATION TECHNOLOGY SECURITY POLICY

FROM: STEPHEN R. FOURNIER, TOWN MANAGER

DATE: 6/30/2022

Information Technology Security Policy

The policy for Information Technology Security should be read and carried out by all staff.

Purpose of the Policy

This policy provides guidelines for the protection and use of information technology assets and resources within the municipality to ensure integrity, confidentiality and availability of data and assets.

Procedures

Physical Security

For all servers, mainframes and other network assets, the area must be secured with adequate ventilation and appropriate access through locks, coded access, and keypads.

It will be the responsibility of the Director of Finance & Administration to ensure that this requirement is followed at all times. Any employee becoming aware of a breach to this security requirement is obliged to notify the Director of Finance & Administration immediately.

All security and safety of all portable technology, such as laptop, notepads, iPad, tablets etc. will be the responsibility of the employee who has been issued with the laptop, notepads, iPad, tablets etc. Each employee is required to use secure and complex passwords



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE *of the* TOWN MANAGER

POLICY AND PROCEDURE ORDER

SUBJECT: INFORMATION TECHNOLOGY ADMINISTRATION POLICY

FROM: STEPHEN R. FOURNIER, TOWN MANAGER

DATE: 6/30/2022

Information Technology Administration Policy

The policy for Information Technology Administration should be read and carried out by all staff.

Purpose of the Policy

This policy provides guidelines for the administration of information technology assets and resources within the business.

Procedures

It is the responsibility of the IT department to ensure that all software installed and license information are kept secured and maintained. It must record the following information:

- What software is installed on every machine.
- What license agreements are in place for each software package.
- Renewal dates if applicable.

The Director of Finance & Administration is responsible for the maintenance and management of all service agreements for the business technology who must approve any service requirements.



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE *of the* TOWN MANAGER

POLICY AND PROCEDURE ORDER

SUBJECT: IT SERVICE AGREEMENTS POLICY
FROM: STEPHEN R. FOURNIER, TOWN MANAGER
DATE: 6/30/2022

IT Service Agreements Policy

The policy for IT Service Agreements should be read and carried out by all staff.

Purpose of the Policy

This policy provides guidelines for all IT service agreements entered into on behalf of the business.

Procedures

The following IT service agreements can be entered into on behalf of the business:

- Provision of general IT services
- Provision of network hardware and software
- Repairs and maintenance of IT equipment
- Provision of business software
- Website design, maintenance etc.

All IT service agreements or repairs must be reviewed by the Director of Finance & Administration before the agreement is entered into. Please refer to the town's purchasing



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE of the TOWN MANAGER

POLICY AND PROCEDURE ORDER

SUBJECT: SOFTWARE PURCHASING POLICY
FROM: STEPHEN R. FOURNIER, TOWN MANAGER
DATE: 6/30/2022

Software Purchasing Policy

The policy for purchasing software should be read and carried out by all staff.

Purpose of the Policy

This policy provides guidelines for the purchase of software for the municipality to ensure that all software used by the municipality is appropriate, value for money, and where applicable, integrates with other technology for the municipality. This policy applies to software obtained as part of hardware bundle or pre-loaded software.

Procedures

Request for Software

After receiving department head approval, all software, including types of non-commercial software (e.g., open source, freeware, etc.) must be approved by the Information Technology Department (or its designee) prior to the purchase, installation or download and use of such software.

Purchase of software

The purchase of all software must adhere to this policy and the town's purchasing policy.



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE of the TOWN MANAGER

POLICY AND PROCEDURE ORDER

SUBJECT: SOFTWARE USAGE POLICY
FROM: STEPHEN R. FOURNIER, TOWN MANAGER
DATE: 6/30/2022

Software Usage Policy

The policy for Use of Software should be read and carried out by all staff.

Purpose of the Policy

This policy provides guidelines for the use of software for all employees within the municipality to ensure that all software use is appropriate. Under this policy, the use of all open source and freeware software will be conducted under the same procedures outlined for commercial software.

Procedures

Software Licensing

All computer software copyrights and terms of all software licenses will be followed by all employees of the municipality.

Where licensing states limited usage (i.e., number of computers or users etc.), then it is the responsibility of the Director of Finance & Administration to ensure these terms are followed.

The IT department is responsible for completing a software audit of all hardware periodically (annually or biannually) to ensure that software copyrights and license agreements are adhered to.



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE of the TOWN MANAGER

POLICY AND PROCEDURE ORDER

SUBJECT: TECHNOLOGY PURCHASING POLICY
FROM: STEPHEN R. FOURNIER, TOWN MANAGER
DATE: 6/30/2022

Technology Purchasing Policy

The policy for Technology Hardware Purchasing should be read and carried out by all staff. Nothing in this policy is meant to conflict with the Town's purchasing policy which supersedes this policy as it is the general purchasing policy.

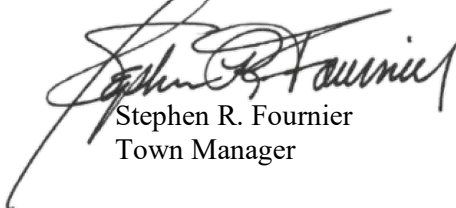
Purpose of the Policy

This policy provides guidelines for the purchase of hardware for the municipality to ensure that all hardware technology for the municipality is appropriate, value for money, and where applicable, integrates with other technology for the municipality. The objective of this policy is to ensure that there is minimum diversity of hardware within the municipality.

Purchase of Hardware

The purchase of all municipal desktops, laptops, mobile devices, servers, network, and computer peripherals must adhere to this policy. All computer hardware, software, and mobile device related purchases **MUST** be approved by or done through the Town's IT department, unless approved by the Town Manager.

Ordered



Stephen R. Fournier
Town Manager



TOWN OF NEWMARKET, NEW HAMPSHIRE
OFFICE of the TOWN MANAGER

POLICY AND PROCEDURE ORDER

SUBJECT: WEBISTE POLICY
FROM: STEPHEN R. FOURNIER, TOWN MANAGER
DATE: 6/30/2022

Website Policy

The policy for the Town of Newmarket's Website should be read and carried out by all staff.

Purpose of the Policy

This policy provides guidelines for the maintenance of all relevant technology issues related to the business website.

Procedures

Website Register

The website register must record the following details:

- List of domain names registered to the business
- Dates of renewal for domain names
- List of hosting service providers
- Expiry dates of hosting

Keeping the register up to date will be the responsibility of the IT Department.

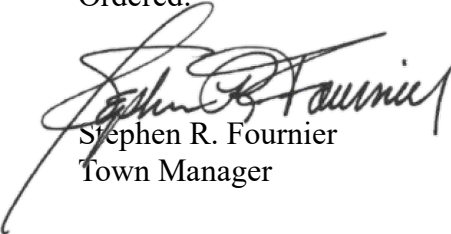
The Director of Finance & Administration will be responsible for any renewal of items listed in the register.

Website Content

- All content on the business website is to be accurate, appropriate and current. This will be the responsibility of appropriate content manager.
- All content on the website must follow business or content plan objectives.
- The content of the website is to be reviewed annually.
- The following persons are authorized to make changes to the business website:
 - Town Manager
 - Executive Assistant to the Town Manager
 - Multimedia Manager

Basic branding guidelines, approved by the Town Manager must be followed on websites to ensure a consistent and cohesive image for the business.

Ordered:



Stephen R. Fournier
Town Manager

Software Installation

All software must be appropriately registered with the supplier where this is a requirement. The Town is to be the registered owner of all software.

Only software obtained in accordance with the Software Purchasing policy is to be installed on the municipality's computers.

All software installation is to be carried out by the IT department.

A software upgrade shall not be installed on a computer that does not already have a copy of the original version of the software loaded on it.

Software Usage

Only software purchased in accordance with the Purchasing Software policy is to be used within the municipality.

All employees must receive training for all new software. This includes new employees to be trained to use existing software appropriately. This will be the responsibility of the Department Head, the Human Resources Manager or the Director of Finance & Administration.

Employees are prohibited from bringing software from home and loading it onto the municipality's computer hardware.

Unless express approval from the Information Technology Department is obtained, software cannot be taken home and loaded on an employee's home computer

Where an employee is required to use software at home, an evaluation of providing the employee with a portable computer should be undertaken in the first instance. Where it is found that software can be used on the employee's home computer, authorization from the IT Department is required to purchase separate software if licensing or copyright restrictions apply. Where software is purchased in this circumstance, it remains the property of the municipality and must be recorded on the software register by the IT department.

Unauthorized software is prohibited from being used in the municipality. This includes the use of software owned by an employee and used within the municipality.

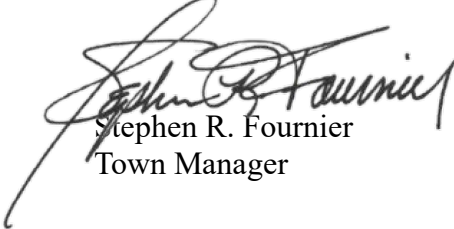
The unauthorized duplicating, acquiring or use of software copies is prohibited. Any employee who makes, acquires, or uses unauthorized copies of software will be referred to the Human Resource Manager, for further consultation, reprimand action, etc.

Breach of Policy

Where there is a breach of this policy by an employee, that employee will be referred to the Human Resources Manager, for further consultation, reprimand action, etc. Where an

employee is aware of a breach of the use of software in accordance with this policy, they are obliged to notify the Director of Finance & Administration immediately. In the event that the breach is not reported, and it is determined that an employee failed to report the breach, then that employee will be referred to the Human Resource Manager, for further consultation, reprimand action, etc.

Ordered:



Stephen R. Fournier
Town Manager

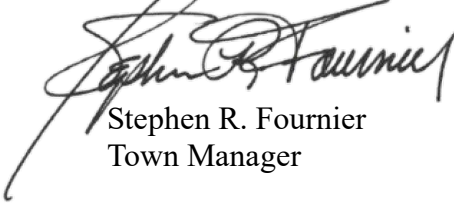
All purchased software must be purchased or approved by the Information Technology Department (or its designee).

All purchased software must be purchased from reputable software vendors.

All purchases of software must be supported by basic 1-year warranty and be compatible with town servers and/or hardware system.

Any changes from the above requirements must be authorized by the Information Technology Department.

Ordered:



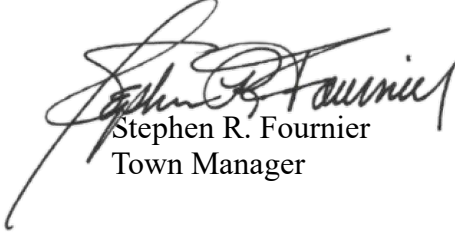
Stephen R. Fournier
Town Manager

policy for purchasing guidelines. The town purchasing policy must be followed when procuring IT services and equipment.

Where an IT service agreement renewal is required, in the event that the agreement is substantially unchanged from the previous agreement, then this agreement renewal can be authorized by the Director of Finance & Administration.

Where an IT service agreement renewal is required, in the event that the agreement has substantially changed from the previous agreement, the Director of Finance & Administration should review before the renewal is entered into. The renewal process must adhere to the guidelines of the town's purchasing policy.

Ordered:

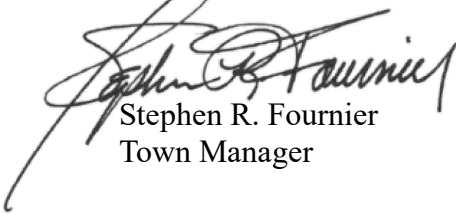


Stephen R. Fournier
Town Manager

The IT department is responsible for maintaining adequate technology spare parts and other requirements including laptop chargers, mice, keyboards, batteries, video cables, and others as approved by the Director of Information Technology.

A technology audit is to be conducted periodically (annually or biannually) by the IT department to ensure that all information technology policies are being adhered to.

Ordered:



Stephen R. Fournier
Town Manager

and to ensure the asset is kept safely at all times to protect the security of the asset issued to them.

Information Security

All sensitive, valuable, or critical business data are to be backed-up.

It is the responsibility of the IT department to ensure that data back-ups are conducted daily and the backed up data is kept secured in the Town's datacenter onsite or offsite.

All technology that has internet access must have anti-virus software installed. It is the responsibility of IT Department to install all anti-virus software and ensure that this software remains up to date on all technology used by the business.

All information used within the business is to adhere to the privacy laws and the business's confidentiality requirements. Any employee breaching this will be, include but not limited to disciplinary action or termination of employment.

Technology Access

Every employee will be issued with a unique identification code or password to access the business technology and will be required to create a new complex password or passphrase.

Each password must meet the following minimum requirements:

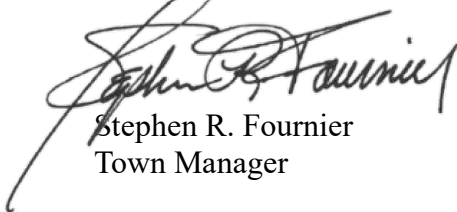
- Uppercase character
- Lowercase character
- Numbers 0-9
- Non-alphanumeric characters such as (~!@#\$%^&* _-+=`\|(){}[]:;'"<>.,?/) and is not to be shared with any employee within the business.

The IT Department is responsible for the issuing of the initial password for all employees.

Where an employee forgets the password or is 'locked out' after five attempts, the IT department is authorized to reissue a new initial password that will be required to be changed when the employee logs in using the new initial password.

It is the responsibility of the Director of Finance & Administration to keep all procedures for this policy up to date.

Ordered:



Stephen R. Fournier
Town Manager

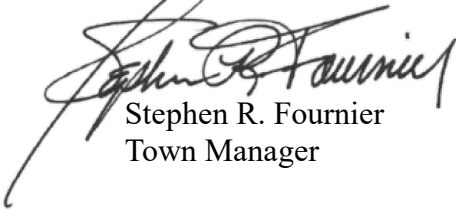
It is the responsibility of the IT department to undertake tests on planned emergency procedures annually to ensure that all planned emergency procedures are appropriate and minimize disruption to business operations.

Virus or other security breach

In the event that the business's information technology is compromised by software virus, malware, ransomware, etc., such breaches are to be reported to IT Support immediately.

The IT Department is responsible for ensuring that any security breach is dealt with within 2 hours to minimize disruption to business operations.

Ordered:



Stephen R. Fournier
Town Manager

Procedures

Current mobile devices approved for municipal use

The following personally owned mobile devices are approved to be used for municipal purposes:

- Apple products such as iPhones and iPads
- Android devices
- Netbooks, Notebooks and Laptops

Mobile devices for municipal use

Personal mobile devices can only be used for the following municipal purposes:

- Accessing company email
- Business internet access
- Business telephone calls
- Each employee who utilizes personal mobile devices agrees: Not to download or transfer business sensitive information to the device. Sensitive information includes for example intellectual property, personnel records, employee details, or other sensitive information, etc.
- Not to use the registered mobile device as the sole repository for the Town's information.
- To make every reasonable effort to ensure that the Town's information is not compromised through the use of mobile equipment in a public place. Screens displaying sensitive or critical information should not be seen by unauthorized persons and all devices should be password protected.
- Not to share the device with other individuals to protect the business data access through the device.
- To abide by the Town's internet policy for appropriate use and access of internet sites etc.
- To notify Town immediately in the event of loss or theft of intellectual property, personnel records, employee details or other sensitive information on the device

- Not to connect USB memory sticks from an untrusted or unknown source to the Town's equipment.
- *Keeping mobile devices secure*
- The following must be observed when handling mobile computing devices (such as notebooks and iPads):
 - Mobile computer devices must never be left unattended in a public place, or in an unlocked house, or in a motor vehicle, even if it is locked. Wherever possible they should be kept on the person or securely locked away
 - Cable locking devices should also be considered for use with laptop computers in public places, e.g. in a seminar or conference, even when the laptop is attended
 - Mobile devices should be carried as hand luggage when travelling.

Exemptions

This policy is mandatory unless the Town's IT department grants an exemption. Any requests for exemptions from any of these directives, should be referred to the IT department.

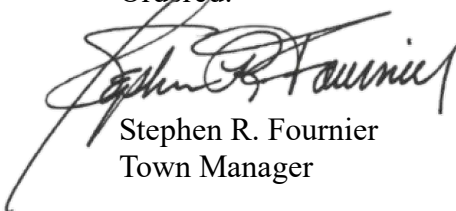
Breach of this policy

Any breach of this policy will be referred to the Human Resources Manager, who will review the breach and determine adequate consequences, which can include but not limited to disciplinary action or termination of employment.

Indemnity

The Town bears no responsibility whatsoever for any legal action threatened or started due to conduct and activities of staff in accessing or using these resources or facilities. All staff indemnify the Town of Newmarket against any and all damages, costs and expenses suffered by the Town arising out of any unlawful or improper conduct and activity, and in respect of any action, settlement or compromise, or any statutory infringement. Legal prosecution following a breach of these conditions may result independently from any action by the Town.

Ordered:



Stephen R. Fournier
Town Manager