



Memorandum

Memorandum No: 22-087

Date: July 21, 2022

To: Honorable Mayor and Commissioners

From: Chris Lagerbloom, ICMA-CM, City Manager

A handwritten signature in blue ink, appearing to read "Chris Lagerbloom".

Re: Notice of Data Security Incident

This is to notify you of an incident involving protected data of City employees being inadvertently posted as part of an RFP process. Following is a brief update regarding the situation and the steps that are being taken towards remediation.

The incident occurred on May 24, 2022, and was discovered late yesterday evening. City staff took immediate action by retracting the protected information, notifying our insurance carrier, consulting with outside counsel (who specializes in these types of events) and conducting our own internal investigation.

Our investigation revealed that during the RFP process, the City's Benefits Manager requested Health Reimbursement Account (HRA) balance documentation from the City's health plan administrator. Unfortunately, staff did not realize the documents, which contained the HRA balances, also included names and social security numbers of 944 City employees, former City employees, and some adult dependent children, in one of the City's health plans. As part of the RFP process, this documentation was then loaded into BidSync and BuySpeed without knowledge of the specific information it contained.

With guidance from outside counsel, City staff is in the process of properly notifying the individuals affected by this situation. We are also providing a dedicated call center for questions from those affected and three years of credit monitoring and protection services. In addition, there are numerous agencies that, by law, must be notified of the event, and we are working closely with counsel to make sure those obligations are met.

Finally, City staff was already in the process of conducting the annual training for all employees who handle any kind of personal information, and we'll continue to train for this exposure.

c: Tarlesha W. Smith, Esq., Assistant City Manager/HR Director
Greg Chavarria, Assistant City Manager
Anthony Fajardo, Assistant City Manager
Susan Grant, Assistant City Manager
Alain E. Boileau, City Attorney
David R. Soloman, City Clerk
Patrick Reilly, Interim City Auditor
Department Directors
CMO Managers