



CITY OF  
**Ames**<sup>™</sup>

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September 30, 2019

Consumer Protection Division  
Security Breach Notifications  
Office of the Attorney General of Iowa  
1305 E. Walnut Street  
Des Moines, Iowa 50319

On September 12, 2019, the City of Ames learned of a cybersecurity incident that may affect customers who paid a City-issued parking ticket using the City's online payment system for non-recurring payments from July 30 to Sept. 12, 2019.

Nearly 1,500 customers who used the City of Ames website to pay parking tickets online from July 30 to Sept. 12 are being notified of a data breach. This notice only affects parking ticket payments. No other City payment systems were compromised.

**Intercepted data may have included the following: first name, last name, mailing address, email address, and debit/credit card/ACH numbers.** Although the data was encrypted before interception occurred, and as of this notification no suspicious activity has been reported by customers, we are encouraging those affected to activate text messaging for banking transactions (if available) and to actively monitor banking transactions to identify any suspicious activity. If affected individuals suspect identity theft, they are encouraged to contact the Ames Police Department at 515-239-5133 or the Iowa Attorney General's office.

The City of Ames uses Click2Gov, a third party vendor, to process parking ticket payments. The City also maintains its own web server to communicate with Click2Gov. The breach occurred on the City's web server. Because of this identified vulnerability, the City followed internal protocol and replaced the web server. In addition, a new parking ticket payment system was brought online the same day while the impacted server was sent to a forensic analysis firm for investigation.

The City of Ames was one of several other Click2Gov customers across the country experiencing a compromise due to hacking activity.

Affected customers have been notified by letter and a media release by the City of Ames.

Sincerely,

Mark O. Lambert  
City Attorney