

CENTRAL MANAGEMENT SERVICES

PERSONNEL DEPARTMENT

The Personnel Department serves all of the employees of the Town that are appointed by the Board of Selectmen, the Town Manager, the Comptroller, the Town Treasurer, the Town Clerk, and the Board of Assessors. The purpose of the Department is to administer the Town's compensation and benefits programs. Additionally, the Department deals with a wide variety of issues relative to quality of life in the workplace and seeks to improve the effectiveness of Town services by recruiting the best employees and reviewing and improving the Departments' organizational structure.

The Department handled over one-hundred personnel transactions relating to a myriad of positions. This includes retirements, resignations, promotions, vacancy postings and advertisements, interviewing, selection, and enrollment of new employees. The Town had twenty-two new hires in the year 2010.

In recognition of our efforts to further health and wellness programs for our employees, BlueCross Blue Shield awarded the Town a \$5,000 grant to support our efforts. The Department once again contacted area fitness clubs to attain discounts for employees resulting in greater utilization of the Town's fitness benefit under our Blue Cross and Harvard Pilgrim plans. We also offered, and continue to offer, Weight Watchers at work for both Town and School employees. In the spring we offered the Go Walking program to all employees. Over 175 employees participated in the program which provides free pedometers and encourages participants to track their miles walked. This year the program had an online component where teams could compete with one another on their total miles; the result was a high level of participation and the program was extended into the fall.

Early in 2010 the Department worked under the direction of the Town Manager in the successful recruitment of a new Deputy Town Manager to replace Nancy Galkowski who, after 23 years of dedicated service to Arlington, left the role to become Town Manager in her hometown of Holden. After an exhaustive search, Adam Chapdelaine was hired. Mr. Chapdelaine served as City Administrator for Fall River before coming to Arlington.

In the summer and early fall the Personnel Director worked as part of the management team in extensive negotiations with retirees, Town, and School unions on the health insurance changes including plan consolidation and the state-run health insurance plan (GIC). Ultimately, all proposed changes were rejected by the employee unions. The Department will continue to work to find ways to save on health insurance costs.

The Department worked closely with Department Heads to successfully facilitate a number of disciplinary issues and workplace investigations. In order to better

support our supervisors and prevent liability, the Department conducted a number of employee and supervisor trainings including responding to grievances.

As the year closed, with no changes to health insurance and a gloomy fiscal outlook, the Department worked under the direction of the Town Manager to develop a plan for impact bargaining changes resulting from the impending service reductions.

2011 Objectives

The Department of Personnel will continue to search for ways to improve the morale and health of our employees without adding a financial burden to the Town. The Department will also continue to audit our policies and practices to ensure compliance with various collective bargaining agreements and employment laws.

EQUAL OPPORTUNITY

The Town of Arlington has established the following mission statement relative to Equal Opportunity:

"The Town of Arlington recognizes its legal obligation and moral responsibility to provide Equal Employment Opportunity to its employees and potential employees. The Equal Opportunity Advisory Committee, a volunteer committee appointed by the Town Manager, is committed to the Equal Opportunity program to prevent discriminatory employment practices. The Committee assists the Town in implementing its Equal Opportunity Plan which creates the mechanism and sets the standards by which Equal Opportunity will be assured."

The Equal Opportunity Advisory Committee (EOAC) (formerly known as the Affirmative Action Advisory Committee) meets monthly, on the 2nd Wednesday, in the Town Hall Annex. Committee meetings are open to the public and public attendance is encouraged.

Throughout 2010 the Committee reviewed monthly reports from the Personnel Director /Equal Opportunity Officer regarding employment opportunities for the Town. The principal focus of the Committee is to ensure that people of all races and ethnic backgrounds are given equal opportunity to apply for and receive positions of employment here in Arlington. The Committee continues to try to increase the number of minority and female applicants for positions of employment by communicating with the population at large through posting Town positions in media that serve different minority communities in the area. The Committee continues to strategize about new and inventive ways in which to attract qualified minority applicants.

The Personnel Director worked closely with the Committee in ensuring compliance with the Town's By-laws in regard to female and minority participation goals for all construction projects exceeding \$200,000 which include the renovation of the Highland Fire Station, Veteran's Memorial Rink, and Community Safety Building.

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In addition to meeting with the Town's Purchasing Officer, the Committee continues to meet with Town Department heads to reinforce the message of the Equal Opportunity Plan, as well as offer their support in enhancing Equal Opportunity opportunities within the Town.

Any person interested in this issue of Equal Opportunity is encouraged to contact the Equal Opportunity Officer at 781-316-3121 or email cmalloy@town.arlington.ma.us.

INFORMATION TECHNOLOGY

Overview

Effective July 2007, the Annual Town Meeting voted to establish a consolidated town-wide Information Systems and Technology Department under the general supervision of the Town Manager. The functions of the Department fall into three broad categories:

Town and School hardware, networking, telecommunications, and software infrastructure support;

Town and School administrative applications, implementation, training, and support; and

School Academic applications implementation, training, and support.

The first two categories shall be under the management of the Town Manager and are supported in this budget item. The third shall be under School Superintendent and is supported in the school budget. The Information Technology Department is responsible for supporting, implementing, and upgrading over seventeen-hundred personal computers across Town and School departments, fifty PDA's, over four hundred printers, thirty six servers, Town and School network infrastructure, electronic communication systems, the Munis financial software system, PowerSchool (student information system), electronic security systems, integrated collection system, automated meter reading system, and numerous Town and School websites.

Initiative Overview

In 2010 the Information Technology department continued to upgrade the Town and School information technology infrastructures, improve the systems performance and security, while accommodating various departmental requests. The Department now supports the Town and School's files, applications, websites, database servers, network, while adding new equipment as needed and consolidating systems.

Ongoing improvements are being made to the security infrastructure by upgrading anti-virus, anti-spyware and spam protection services. We continue to upgrade and reconfigure network switches and to provide both better performance and greater security. Arlington Public Schools upgraded its web infrastructure over the summer, moving to a Google environment for e-mail,

and using cloud computing for Google Docs, Calendar, and Google Sites both for administrators and classroom teachers.

Initiatives

Transitioned Town and School to standardized virus protection and malware tools.

Implemented parent and student portal for remote access to Student Information System

Upgraded Town email system to enable broader support of PDA's.

Implemented enterprise inventory control system for Water Department in support of the AMR (Automated Meter Reading) System project.

Completed Phase 1 of the AMR System integration to Treasurers Integrated Collection System.

Replaced core network infrastructure in all nine schools, plus AHS data center to support a more reliable environment to support VOIP (Voice Over Internet Protocol) and POW (Power Over Ethernet).

Established a "Google Apps" cloud environment, hosting School email, document sharing, websites, calendar, and contacts to enhance collaborative teaching and learning programs.

Created and implemented a list server to support electronic communications across the Arlington Public School District.

Standardized and upgraded Town and School network security systems.

Installed wireless network pods to support online courses and group self-directed study groups at AHS.

Installed and built infrastructure to support 25 Ricoh Multifunctional devices (Printer, Scanner, Copier) to reduce the amount of paper created and streamline electronic distribution of scanned and shared documents.

Built redundant remote virtual primary domain controllers at Ottoson Middle School for real time fail-over and support of virtual environment at AHS.

Managed and installed Data and Phone wiring to support renovations and office moves for AYCC, Public Works, Stratton School, SPED, AHS, and Health and Human Services in the Central School.

Upgraded electrical wiring circuits to support the replacement and installation of new server room air conditioning system.

Installed Citrix secure remote access for teachers and administrators across the Arlington Public School District.

Continued inventorying software project to verify license compliance.

Installed Nutrakids Point of Sales cash registers in AHS Food Service Department

Upgrades to the Assessors Patriot System, Legal Department Document Management System, Recreation Department RecTrac system included new server

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hardware and software.

Completed the installation of the Gibbs School building connection to the Towns fiber network backbone to support security and facility management systems.

Managed the Verizon FIOS installations to all Town and School buildings specified in the Towns agreement with Verizon.

Completed the Comcast analog to digital signal upgrade in all Town and School buildings as specified in the Towns agreement with Comcast.

Managed and installed Telecommunications systems and desktop systems in the new East Arlington Police Substation.

Major upgrades to PowerSchool and Munis – Completed major upgrades to mission critical applications that added features, functionality and for PowerSchool a Web interface.

Production Group – Created and printed approximately 165,000 water, real estate, and excise bills.

Online Donations – With Public Information Officer, developed online donations system for Human Services Department (Food Pantry, Fuel Assistance), with the ability to broaden for other Town donation types.

FY2011 Objectives

Assess and create plan to select and implement a Town wide document management system.

Implement Phase 2 of the wireless automated water meter system.

Implement facilities booking program to coordinate reservation and use of Town and School facilities booking system.

Begin roll out of classroom technology upgrades.

Create plan for upgrading Town network routing and switching infrastructure.

Complete RFP process for credit card and electronic payments project for the Town and School.

Hire GIS coordinator to create and implement enterprise wide GIS plan.

Continue development and implementation of a multi-year disaster recovery program.

Begin wireless network design/build project for Arlington High School.

LEGAL DEPARTMENT

The Legal Department functions as a full-service law office that furnishes legal opinions and legal advice on a daily basis on matters referred to it by the Board of Selectmen, Town Manager, School Department, and all other Town departments and the various boards and commissions. Additionally, the Department provides legal advice to all Town officials, boards, committees and employees concerning their legal responsibilities and prerogatives, attends meetings, and counsels Town

Departments on legal issues related to operational and project-related matters. The Town Counsel researches, drafts, and prepares warrant articles and votes for Town Meeting. The Department investigates all claims made against the Town and advises and monitors Town regulatory compliance in order to coordinate all legal affairs of local government. The Legal Department commences, prosecutes, and defends all legal actions and other matters on behalf of the Town in all state and federal and administrative proceedings.

As with any corporation, The Town of Arlington has constant involvement in contractual and other legal instruments with public, private, and governmental agencies. These include, but are not limited to, the purchase of properties and materials, rendering of services, awarding of grants, drafting of applications, contracts, leases, deeds, and other legally binding instruments. Moreover, the Legal Department is charged with drafting and reviewing a further array of legal instruments such as licenses, releases, easements, and a multitude of other documents as required for protection of the Town's interests in increasingly complex legal matters.

Moreover, the Legal Department is responsible for the management of the Town of Arlington's Workers' Compensation Self-Insurance program. From the timely processing of claims through the vigorous investigation of accidents, the Department aims to protect workers from the economic consequences of injury, promote safe work environments, and assist injured employees in both their medical recovery and return to work, with the overall goal of limiting the Town's liability while focusing on the fair treatment of injured workers. Coordinating with participating network pharmacies, the Legal Department manages an in-house prescription program with the goal of maximizing generic alternatives, providing greater control with the authorization for drugs outside our formulary design, reducing costs to the Town commencing at the point of fill and eliminating "first-fill" out-of-pocket prescription expense to the injured employee. In addition, the Department coordinates return-to-work programs and procedures to assist those injured employees in a safe and expedient integration back into the work force following an industrial injury. The Legal Department is prepared to, and does, litigate all contested Workers' Compensation cases before the Department of Industrial Accidents as well as tracking and commenting on any pending legislation affecting the Town's Workers' Compensation program.

The Legal Department oversees line-of-duty injury claims administration for all police and fire personnel and provides complete claims management for any injured on-duty uniformed employee of the police and fire divisions consistent with appropriate provisions of law, fairness to affected employees, and prudent financial practices.

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The Legal Department appeared regularly in the District and Superior Courts of the Commonwealth for hearings on motions, including many significant dispositive motions as well as many successful hearings and trials. Furthermore, as the legal representative for the Town of Arlington the Legal Department has prevailed in several arbitrations and administrative proceedings .

Future Objectives

In cooperation with the various Town departments, the Legal Department will work effortlessly to enhance a debt recovery program where monies owed to the Town of Arlington are recovered.

Additionally, the Department will be working with the Town's management team to develop requested legal and policy positions in a variety of substantive areas.

The Legal Department will also be charged with the review all existing Policies and Practices of the Board of Selectmen and make recommendations as to the process of making them more effective and up to

date. One recent example of this was rewriting of the policy governing "one-day" licenses for the sale of alcoholic beverages.

In conjunction with the Cable Advisory Committee the Legal Department has and will continue to provide assistance to the Board of Selectmen in its capacity as the Town's cable licensing authority.

The Legal Department will continue to be involved in adjudicatory hearings before the Federal Environmental Protection Agency (EPA) and the State Department of Environmental Protection (DEP) in order to eliminate the Somerville and Cambridge combined sewer outflows into Alewife Brook, which when activated have caused considerable flooding of untreated effluent affecting many abutters in East Arlington. The goal of the Town's involvement is to convince these regulatory agencies and municipalities to undertake substantive and immediate action to mitigate the unwholesome effects such overflow activity has on certain Arlington neighborhoods.

