

CENTRAL MANAGEMENT SERVICES

HUMAN RESOURCES DEPARTMENT

The Human Resources 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 over 40 new hires in the year 2013.

In the beginning of the year the Town appointed its first Energy Manager. The Energy Manager is charged with the task of finding new ways for the Town to reduce its energy costs and consumption as well as seeking out alternative ways to fund these efforts through grants and other available funds. Under the direction of Town Manager Adam Chapdelaine, the Department worked closely with officials from the Town of Bedford in the creation and appointment of this shared position, which currently serves both communities.

In a continuing effort to strengthen cooperation and partnership with the schools, in the late spring the Department assisted in the successful recruitment and hiring of a school accountant; the Department utilized a panel of financial experts from both the Town and School and an assessment center type interview process wherein the candidates were asked to perform various tasks they would be expected to have competency in were they to be appointed to the position. In the early fall the Department conducted an expedited hiring process to replace outgoing Town Counsel Juliana Rice; this process led to the successful recruitment of Doug Heim who came to the Town from the Boston Public Schools.

After a series of meetings with Town, School, and Union leadership to update the Town's list of comparable communities, the Town executed an agreement with HRS consulting services to launch a benchmark survey for over 100 Town and School positions. The year ended with a focus on supporting the consultant in gathering information and facilitating the presentation of the draft data to the various stakeholders. The final report will be presented in early 2014.

The Department also worked closely with Department Heads to successfully facilitate a number of labor relations issues, disciplinary matters and workplace investigations.

2014 Objectives

The Department of Human Resources will continue to assist departments in the recruitment and retention of high caliber employees committed to excellent public service. The Department will strive to provide excellent support to all employees and retirees who may have questions about their insurance plans. With the settlement of multi-year contracts the HR Department staff will take time to tightly audit our various benefit plans, catch up on administrative work, and look for ways to better serve our employees and retirees. The Department will also continue to audit our policies and practices to ensure compliance to various collective bargaining agreements and employments 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) meets monthly, on the 2nd Wednesday, in the Town Hall Annex. The Committee meetings are open to the public and public attendance is encouraged.

Throughout 2013 the Committee reviewed monthly reports from the Human Resources 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. In 2013 18% of those interviewed for Town Positions identified as being a minority; this is an improvement from 12.5% in 2012, and an overall increase of 8% from 10% in 2011. The Committee continues to strategize about new and inventive ways in which to attract qualified minority applicants.

The EOAC successfully partnered with certain members of the Permanent Town Building Committee to better ensure compliance to the Town's Bylaws with regard to female and minority participation goals, specifically with regard to the Thompson Elementary School project. In March the Committee hosted Brian DeFillip-

CENTRAL MANAGEMENT SERVICES

pis, the Owner's Project Manager and Senior Associate at FMA Consultants LLC. Mr. DeFillipis provided the Committee with detailed reports of the participation of females and minorities in the project which ultimately well exceeded the 10% goal set by the Commonwealth. The Committee continues to monitor all construction projects that exceed \$200,000. This year also included the ongoing Water and Sewer rehabilitation projects. The Committee looks forward to monitoring future projects, one of which will include the reconstruction of the Central Fire Station.

The Committee takes every opportunity to meet with Department Heads and Elected Officials as an opportunity express the importance of valuing diversity in the workplace and having fair and equitable hiring practices.

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, building security;

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 three thousand personal computers across Town and School departments, one hundred PDA's, over four hundred printers, fifteen hundred iPads, thirty servers, Town and School network infrastructure, electronic communication systems, the Munis financial software system, PowerSchool (student information system), Teacher and student evaluation systems, Special Education system, electronic security systems, ESRI, PeopleGIS, Integrated Collection System, Automated Meter Reading System, Police and Fire Applications (FireHouse, QED, Digital Headquarters, and COPLINK) and numerous Town and School Web sites.

Initiative Overview

In 2013 the Information Technology department continued to upgrade the Town and School information technology infrastructures, and improved the systems performance and security, while accommodating various departmental requests. The Department supports the Town and School's files, applications, websites, database servers, network, hosted environments, adding new equipment and consolidating systems as needed. One of the goals of the Town Manager and the CTO was to develop and implement a Strategic Plan for Information Technology. The Plan was created over the past year through the collaborative efforts of departmental stakeholders and the Information Technology Advisory Committee. We will begin the execution of the plan by conducting of a needs assessment across all departments. Our search for a Systems Analyst resulted in the promotion of our GIS Coordinator to the position of Systems Analyst/Director of GIS.

Ongoing improvements are being made to the security infrastructure by continually upgrading anti-virus, anti-spyware and spam protection services. We continue to upgrade and reconfigure Network switches with the capability to support wireless connectivity, Voice Over Internet Protocol, gigabit speeds and to provide better performance and greater security. Wireless Network capability was installed in all of our School buildings in the summer of 2012. Arlington Public Schools continued its expansion of its cloud computing initiative by adding an elementary school student domain within the Google Apps environment for Google Drive, Calendar, and Google Sites. Construction and renovation projects were a big part of last year's project scope for the IT group and many other departments throughout the Town and School. The outfitting of the newly constructed Thompson school with state of the art technologies created Arlington's first school to offer a one-to-one computing model for its students and teachers. In addition to the Thompson construction the School department renovated the Administrative offices and SPED offices on the sixth floor of AHS

Strategic Initiatives

- Designed and implemented technology environment for the new Thompson school.
- Developed the capability for the Water Metering System and the Integrated Collection System to accommodate Quarterly billing of water and sewer.
- Created RFP and selected Electronic Payments Vendor, Official Payments, whose service offerings are to be implemented first quarter of 2014.
- Created RFP for sourcing Bill Payments vendor to be chosen first quarter of 2014.

CENTRAL MANAGEMENT SERVICES

- Created Health Insurance Comparison System for Human Resources.
- Completed Elementary School student registration using newly created online pre-registration forms. Form were created using PeopleForms and is formatted to be compatible with student information system, PowerSchool.
- Expanded internal IT services by creating and filling the Systems Analyst/Director of GIS position and the Technical Planner/GIS Analyst position.
- Expanded the use of PeopleForms to create a public use, online map that will serve as a geographical representation of all plans and permits underway in the Department of Planning and Community Development.
- Implemented Twist Tablets running Compu-link software for Health and Human Services
- Completed Town Network Assessment and submitted plans for funding by the Capital budget Committee.
- Arlington has taken the lead as part of a sub-committee and as the fiscal agent for the Massachusetts Orthoimagery Consortium (MassOrtho). MassOrtho was created to advance municipal GIS programs across the state by procuring orthoimagery, i.e. aerial photos. The application process is now closed and 59 participants have signed on.
- Configured iPads to be used in a tablet pilot for Police Department.
- Collaborated with Department Heads and Town Manager to create Information Technology Strategic Plan.
- Expanded Apple iPad pilot projects initiated in the Stratton, Bishop, Hardy and Thompson to now include the Dallin, Brackett and Peirce Elementary Schools.
- Enrollment increases across the APS district required enhancements to the GIS maps that were created from PowerSchool(Student Information System) to graphically support the changing enrollment landscape.
- Electronic Voting Committee created RFP and selected vendor for Town Meeting pilot.
- Completed Phase 1 of VOIP(Voice Over Internet Protocol) assessment project.
- Hired Instructional Technologist/Data Base Analyst to develop and conduct technical training on adapting technical tools to curriculum.

Infrastructure/Operational Initiatives

- Continued to expand the coverage and density of the wireless networking capability in

- all Arlington Public Schools to enable teacher and student workgroups to collaborate without being tethered to a wired network connections or a fixed physical location.
- Created and printed 144,025 water, real estate, personal property and excise tax bills.
- Continued upgrading Desktop software to Windows 7 and Office 2010 across the Town and Schools.
- Completed installation of wired and wireless infrastructure, along with enhancing the presentation capability in the School Committee room and administrative offices during the APS sixth floor renovation project.
- Configured, built and installed iPad, iPad carts, for all classrooms in the newly constructed Thompson School.
- Built and installed laptops for thirty members of the Thompson and Brackett Elementary School Staff.
- Configured, tested and installed wired and wireless network infrastructure in the new Thompson School.
- Managed installation of classroom audio visual systems (Ceiling mounted projectors, speakers and microphones) for all classrooms at the Thompson School.
- Implemented iPad application distribution system using LightSpeeds Mobil Device Manager.
- Configured and enrolled over 1500 ipads into the Mobil Device Management System.
- Began the process of GPS locating fire hydrants using newly purchased high accuracy GPS unit. The unit integrates with PeopleForms and Arlington's online GIS database.
- Upgraded all School Ricoh Multifunctional Devices and issued pins for authorized access.
- Rebuilt Bishop and Stratton Elementary School Computer Labs.
- Began data collection of all storm water outfall points in Town. The eventual goal of this project is to locate and assess the condition of all known outfalls, and to collect the same information on unknown outfalls if possible, to assist in bringing the Town into compliance with the EPA's new MS4 permitting protocol.
- Purchased, configured and installed iPad Mini cart for the Ottoson Language Lab.
- Upgraded Student Information System (PowerSchool) to new version that supports iPad Grading and Attendance Apps.
- Increased Internet capacity at AHS and Ottoson to 250mg redundant connections
- Configured and installed two caching servers

CENTRAL MANAGEMENT SERVICES

to assist with reduction in Internet traffic.

- Increased Internet circuit capacity at AHS and Ottoson to 250mg redundant connections.
- Configured and installed two caching servers to assist with the reduction of round trips to the Internet for repetitive downloads.
- Upgraded Virtual Server environment to increase the ability to virtualize additional servers and to add storage capacity.
- Upgraded AHS Math Lab with new network configurations, mounted overhead projection system, Apple TV, Laptop and iPad carts.

FY2014 Objectives

- Begin execution of Phase 1 of the newly created IT Strategic Plan (Departmental IT Assessments)
- Create and execute project to purchase, replace, and implement Town Network hardware.
- Complete application development to enable quarterly water billing.
- Implement electronic payments system Pilot in the Treasurer's Office.
- Complete Voice Over IP assessment.
- Perform Build out School Wireless network for density use.
- Choose Treasurer Bill printing vendor and implement project to source printing.
- Select and build a new server to house the Police Department Information system along with upgrading the QED system to take advantage of expanded mobile feature set.
- Provide Central Fire Station with New IT Infrastructure as part of the building renovation project.
- Select and implement Digital Meeting Management product for Selectman, School Committee, and their support staff.
- Upgrade 200 Teacher Laptops across the School District.
- Add 400 ipads to Elementary Schools across the District.

LEGAL DEPARTMENT

The Legal Department functions as a full-service law office that furnishes legal opinions and legal advice on a daily basis concerning matters referred to it by the Board of Selectmen, Town Manager, School Department, and all other Town departments and the various boards and commissions. 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 operational and project-related legal issues. 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.

Performance / Workload Indicators	FY2013 Actual	FY2014 Est.	FY2015 Est.
<i>MGL Chapter 84 Claims - Personal injury or property damage as a result of a claimed defect in a public way</i>			
Total	38	40	40
Claims Closed	23	20	20
New Claims	8	10	10
<i>MGL Chapter 258 Claims - Massachusetts Tort Claims Act</i>			
Total	51	50	50
Claims Closed	15	15	15
New Claims	15	18	18

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.

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

CENTRAL MANAGEMENT SERVICES

on the fair treatment of injured workers. 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.

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.

Future Objectives

- Transition leadership of Legal Department to new Town Counsel, Douglas Heim.
- Work with other Town departments in an effort to recover various amounts owed to the Town.
- Work with the Town's management team to develop requested legal and policy positions in a variety of substantive areas.
- Review all existing Policies and Practices of the Board of Selectmen and make recommendations on streamlining and making them more effective and up-to-date.
- Integrate the new browser based workers' compensation, tort and property damage claims database system with the goal of providing greater automation, flexibility and

reporting capabilities.

- Implement Town-wide procedures to comply with the new Department of Industrial Accidents secure file electronic data interchange requirements.
- Update Department's disaster recovery program.



Entrance to Town Hall