

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 fifty-seven 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-six new hires and seven promotions in the year 2005.

The Personnel Department continues to be a very busy department. In the early spring, the Town completed its first fully delegated civil service assessment center for use in the appointment of a Fire Chief. The process resulted in the selection of Allan P. McEwen. Chief McEwen took over for retired Fire Chief Richard Maimone.

For the second year in a row, the department ran the wellness program for town employees called Go Walking. The program, sponsored by the Town and Blue Cross/Blue Shield, is a structured walking program that provided free pedometers to over seventy-five Town employees from all departments in the Town. Blue Cross/Blue Shield also sponsored a specialized program for our Public Works employees entitled "For Men Only". The workshop covered a multitude of health issues and was received very positively by the employees. The Director plans to actively pursue any funds available to the Town from our health insurance carriers for wellness programs to continue to improve the health and well being of our town employees.

The Department saw completion of its fully audited health insurance database system allowing for greater auditing control and budget projection for enrollee costs. The Department also fully transitioned enrollment actions from paper to web based systems through Blue Cross and Blue Shield and Harvard Pilgrim.

In the fall, the Personnel Department prepared and successfully submitted the Town's highly complex Medicare Part D subsidy application involving about 800 of our health insurance enrollees. The Department did this without the use of outside consultants for a savings of over \$10,000.

In 2006, 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. We will also continue to audit our policies and practices to ensure compliance to various collective bargaining agreements and the myriad of employments laws.

Affirmative Action

The Town of Arlington has established the following mission statement relative to Affirmative Action:

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

The Affirmative Action Advisory Committee (AAAC) meets monthly on the 2nd Wednesday, throughout the year, in the Town Hall Annex. The Committee meetings are open to the public and public attendance is encouraged.

Throughout 2005, the Committee reviewed monthly reports from the Director of Personnel/Affirmative Action 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 publications 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 Committee closely monitors minority and female participation in all construction projects of over \$200,000. Communicating with the general contractor at the beginning of such projects is essential. In 2005, the Committee worked cooperatively with the Town's Purchasing Officer, Domenic Lanzillotti, to strategize on effective ways to communicate with companies that have been awarded Town of Arlington projects. This has resulted in a greater awareness of the Town bylaw on construction projects and requirements with regard to female and minority participation goals. Ongoing and future projects include the completion of

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the Dallin School and Curb/Sidewalks and Spy Pond storm water improvements.

In addition to meeting with the Town's Purchasing Officer, the Committee continues to meet with Town Department heads to reinforce the message of Affirmative Action Plan as well as offer their support in enhancing Affirmative Action opportunities within the Town. The Committee most recently met with our newly appointed Fire Chief, Allan McEwen.

The Committee looks forward to working on many projects in 2006. One of these projects is the completion of an updated Affirmative Action Plan which the Committee started work on in 2005.

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

LEGAL DEPARTMENT

The Legal Department commences, prosecutes and defends all legal actions and other matters on behalf of the Town in all state and federal courts and administrative agencies. The Department functions as a full-service law office handling nearly all of the Town's litigation in-house. In addition to its litigation function, the Department furnishes legal opinions and advice on a daily basis on matters referred to it by the Board of Selectmen, the Town Manager, the School Department and the various Town Department Heads. 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 as they arise. The Town Counsel drafts and prepares warrant articles and votes at Town Meeting. The Department investigates all claims, advises and monitors Town regulatory compliance and coordinates all legal affairs of local government.

As a corporation, the Town is constantly involved in contractual and other legal arrangements with public and private agencies in the purchase of properties and materials, the rendering of services and awarding of grants. The Legal Department prepares applications, contracts, leases, deeds and other legal instruments concerning these matters. Additionally, the Department drafts, reviews and approves a wide range of other legal instruments including licenses, releases, easements and a multitude of other documents required for the orderly accomplishment of the Town's increasingly complex daily legal municipal issues.

The Town Counsel as Director of Labor Relations represents the Town Manager as the Town's agent in collective bargaining with six employee unions. These

duties include supervision of negotiations, contract administration, and grievance arbitration proceedings. The Department manages and directs the Town of Arlington's Workers' Compensation Self-Insurance program. Through the timely processing of claims and the attentive investigation of accidents, the department aims to protect workers from the economic consequences of injury, promote safe work environments, assist injured employees in both their medical recovery and return to work, and to limit overall the Town's liability consistent with the fair treatment of injured workers. In coordination with participating network pharmacies, the Department manages an in-house prescription program with the goal of maximizing generic substitutions, providing greater control 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. The Department also prepares and litigates all contested Workers' Compensation cases before the Department of Industrial Accidents as well as reviewing and responding to any pending legislation affecting the Town's Workers' Compensation program.

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

The Department appeared regularly in the courts of the Commonwealth for hearings on motions, including many significant dispositive motions and successful hearings and trials. The Department provided representation to the Town in several arbitrations and administrative agencies proceedings with successful conclusions. Additionally, the Department instituted a new program to manage prescription benefits for the Town's injured employees. The program resulted in the maximization of generic substitutions, greater control authorization for drugs outside the Town's formulary design and reduced costs commencing at the point of fill.

Future Activities

The Legal Department expects to take a leading role under the supervision of the Town Manager in an effort to successfully negotiate all Town-side contracts which currently expire on June 30, 2006. A central goal will be to work cooperatively with the Unions to address how healthcare costs, which impact both the Town and its employees to a significant degree, can be controlled.

The Department will also provide substantial assistance to the Redevelopment Board in its continuing efforts to finalize the development of the

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Symmes site, which will include taking a lead role in successfully defending the Board and the Town in litigation that has arisen from such development.

In conjunction with the Cable Advisory Committee, the Legal Department will provide assistance to the Board of Selectmen in its capacity as the Town's cable licensing authority under Federal and State law in regard to the possible renewal of the present vendor's cable license which expired in October of 2005. Since informal negotiations failed to result in an agreement, the Board, acting upon the advice of Town Counsel and the Committee, has preliminarily denied an extension to the vendor. At the behest of the Board, the Legal Department will be taking a leading role in hearings requested by the vendor in its attempt to avoid a final denial.

The Legal Department, in conjunction with outside counsel, will be pursuing adjudicatory hearings before the Federal Environmental Protection Agency and the State Department of Environmental Protection in order to eliminate the Somerville and Cambridge combined sewer outflows into Alewife Brook, which when activated have caused considerable flooding of untreated effluent near many homes in East Arlington.

INFORMATION TECHNOLOGY ADVISORY BOARD

The Information Technology Advisory Committee was formed at the 2004 Annual Town Meeting. The committee replaced the Data Processing Advisory Board. The new committee retained many of the members of the original committee and added members of the community of Arlington who, by profession, could bring expertise to the information technology needs of the town.

The committee members represent the major appointing authorities in the town and school and five of the members are citizens. The five regular members are appointed by the Board of Selectmen and "have knowledge and experience in telecommunications or information technology and/or are persons skilled in representing and advocating for residents." The "ex officio" members are employees of the town and retain full committee voting rights.

Accomplishments to date

The Committee meets on the third Thursday of each month and has held 11 meetings since last town meeting. Major accomplishments since last town meeting include the successful hiring of a Web Content Manager, revision of the Town's website, procurement of a citizen request software program for the website – this is still in the development stage, review and recommendations on the capital project requests and is in the process of a needs assessment of the town and school departments.

The Committee was assigned to several tasks by town meeting. Those assignments, and the progress made toward them in 2005 is as follows:

- a) *to advise the Town Manager on the manner of providing advice and/or technical assistance to all town departments and the school department in the formulation of technology plans and capital requests for information and communications systems and technologies specifically excluding educational software and systems; taking into consideration the goals of maximizing efficiency and cost effectiveness, removing unnecessary redundancy, and ensuring, to the extent possible, the compatibility of each request with other existing or proposed systems;*

The committee's progress on this task to date includes the following:

- Relationship with Capital Planning Committee Information Technology Requests: The Capital Planning Committee has adopted a policy of requiring that all capital requests involving technology must first be presented to the ITAC for review. This policy resulted in an ITAC review of all capital information technology requests from all town departments. Committee members met with the following departments to review their specific requests: engineering, fire, library and data processing.
- Geographic Information Systems – A warrant article was submitted to the town meeting requesting improvements to the GIS. The Finance Committee requested that the ITAC review the proposal and make a recommendation to them. ITAC met with the proponents of the article and the Director of Planning and Community Development. ITAC recommended to the Finance Committee that improvements to our GIS system were not warranted at this time.

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- b) *to advise the Town Manager and the Permanent Town Building Committee on the specifications to be considered for information and communications systems and technologies when constructing or renovating Town facilities;*

Once the Stratton, Thompson and fire stations have approved funding schedules, the ITAC will advise the PTBC on the specifications developed for the information and communication systems.

- c) *to advise the Town Manager on matters relating to information technology policy, specifically with reference to issues of security, privacy, risk, future technology, legal or regulatory requirements and the provisions of government services to the public through information technology;*

The committee gathered and reviewed existing town acceptable use policies. The next step will be surveying Town employees for input on security and other risk policies.

- d) *to stimulate and support the development of appropriate technology initiatives and activities that would increase communication and information exchange within Town government entities, between Town government and its residents, and among residents themselves;*

Towards this goal, ITAC has so far focused on the town website. In the spring of 2005 the committee conducted a survey and held a public hearing on the website. Information gathered through this process has largely influenced the redesign of the website during this past year. The Town Manager's office analyzed and recommended a new customer service software package which should be operational on the website by next year.

- e) *to report to the Board of Selectmen and the residents of Arlington as appropriate;*

The committee meets monthly and encourages residents and other interested parties to attend the meetings. The committee regularly has citizens in attendance and Selectman Annie LaCourt attends most of the meetings. The committee reports to Town Meeting annually.

- f) *to develop a technology plan which will be presented to Town Meeting annually.*

The committee has focused most of its attention on the website development this year and in conducting the needs assessment of the departments. From the needs assessment the Committee will be developing a technology plan. It is anticipated that the technology plan will form the blueprint for the capital information technology needs and will begin a long-term funding schedule.

The committee welcomes the assistance of all residents in accomplishing these tasks. Committee meetings are held generally on the third Thursday of each month in the second floor conference room of the Town Hall Annex.