

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 thirty-five new hires in the year 2008.

The Personnel Director worked as part of the collective bargaining team to settle contracts with multiple Town unions that include significant givebacks on health insurance.

The Department successfully implemented a myriad of co-pay changes to the HMOs and contribution level changes as they were bargained with each employee group.

The Department continues to comply with Medicare Part D Prescription Drug Subsidy requirements. We also successfully complied with the new mandate under the Massachusetts Health Care Reform Law.

The Director worked closely with the Equal Opportunity Advisory Committee in ensuring compliance to the Town's Bylaws with regard to female and minority participation goals for four construction projects exceeding \$200,000. The Director also worked closely with the Committee on the completion of the update to the Town's Equal Opportunity Plan.

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

In 2009 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 vast array of 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) 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.

In the summer of 2008 the Committee was advised by counsel to change its name from the Affirmative Action Advisory Committee to the Equal Opportunity Advisory Committee (EOAC). This is a simple name change and does not alter the mission of the Committee.

Throughout 2008, the Committee reviewed monthly reports from the Director of Personnel/ 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 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 two hundred thousand dollars. Communicating with the general contractor at the beginning of such projects is essential. As a result of working cooperatively with the Town's Purchasing Officer the Committee ensured a greater awareness of the Town Bylaw on construction projects and its requirements with regard to female and minority participation goals. Ongoing and future projects include the completion of the Pheasant Avenue Playground, Water Main Rehabilitation, and townwide Sewer 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 the Equal Opportunity Plan, as well as offer their support in enhancing Equal Opportunity opportunities within the Town. The Committee completed its revision of the

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Equal Opportunity Plan which the Committee forwarded to the Town Manager in late December.

At the end of December the Committee was very sad to receive the resignation of long time member Elaine Maclachlan. The Committee wishes to thank Elaine for her many years of service to the Committee and for her overall commitment to furthering diversity in the community.

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.

In the spring the Department worked under the direction of the Town Manager in the successful recruitment of a new Town Counsel to replace John F. Maher (now retired). After an exhaustive search Juliana Rice was hired; Ms. Rice served as counsel in the Office of the Attorney General before coming to Arlington. The Department also assisted in the promotion of a new Fire Chief; Robert Jefferson was promoted to the position in February with over twenty-five years of experience in the Fire Department.

This summer Anne Milici and Gladys Homsy both left the employment of the Personnel Dept.; we thank them for their service to the Town and wish them well in their future endeavors. The department hired Claire Roberts as Human Resources Assistant. Claire transferred from the Payroll Division of the Town to Personnel in late August. She brings with her a wealth of experience and has been very well received by the employees and retirees of the Town the department services. Claire will assist the Director in updating our information systems as well as keeping up with the requirements of ever increasing and complicated employment laws.

INFORMATION TECHNOLOGY

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 the third category shall be under the management of the Superintendent of Schools.

As a result of the restructuring of the department and based on the ever-growing scope of Information Technology, and the vital role it plays for all of the Town's departments, a new Chief Technology Officer was hired in July 2007.

CTO Steve Mazzolla resigned on August 1, 2008 to take a position in the Town of Belmont. The Town conducted an extensive search during the late summer and into the fall. In late November the Town hired David Good as the new CTO for the Town and Schools.

Initiatives

In 2008, the Information Technology department continued to upgrade the Town's information technology infrastructure, improve the systems performance and security, while accommodating various departmental requests. The department now supports the Town and School's file, application, Web sites, database servers, and 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. Eighty one computers, four servers, and 15 printers were installed in Town departments this past year.

System Hardware and Software Migration: We continue to follow our hardware refresh plan for desktop hardware in the Schools. This year we have completed the desktop upgrades in the Bracket and Thompson Schools.

Network Domain Controller: A more robust Domain Controller was installed this year to enhance the secure single login to system and network resources. The migration of department disk shares will continue through the end of 2009.

An associated server hardware consolidation plan is reducing the number of servers from seventeen to

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ten, simplifying network management, and introducing power saving technology, and reducing cooling costs. We will also implement a server virtualization system to further consolidate and reduce time and hardware costs when deploying server resources. Additional consolidations will occur in 2009.

New E-Mail System – We Implemented a new Web based email system that included, calendaring, contact management and address books. This system has given employees the ability to access mail seamlessly from anywhere one can connect to the Web.

HelpDesk - We continue to build on the uses and effectiveness of our Help Desk tools. We receive and close approximately 500 help requests per month across both the Town and the School Help Desks. We are developing reports to assist with trend analyzing and root cause analysis.

Imaging Software – When restoring or recovering from a system/server failure the ability to capture a complete copy of the contents of a machine can be done more efficiently by taking a complete image of the machine. The use of imaging software reduces the amount of time and labor needed to rebuild a system and imaging is also one of the key components to our Disaster Recovery Process.

Upgraded Water Department's Meter System Interface – Work was successfully completed on Water Meter hand-held device software to enhance integration and shorten upload timeframes.

Electronic Payments – Completed electronic payments development for online bill-pay and lockbox which allows faster revenue recognition for the Town of Arlington.

- Upgrade parking system to integrate wireless handheld ticketing devices into the Town's Integrated Collections System and create laser printer ticket form to save on the cost of special forms purchase.
- Refine department operations in alignment with the town's customer service program.
- Reconfigure and upgrade the town's network domain structure to provide better network services and reliability.
- Assess tools to streamline and help automate vote processing and reporting for the Town Clerks Office.
- Upgrade PowerSchool (Student Information System) hardware and software to enable the use of graphical user interface and enhance reporting features.

FY2010 Objectives

- Continue development and implementation of a multi-year disaster recovery program.
- Develop and institute an annual security audit program.
- Investigate strategies and systems for archiving paper records.
- Complete server upgrades and consolidation.
- Implement server and desktop virtualization environment.
- Evaluate and purchase Email archiving system with indexing and compression capabilities to reduce the size of stored email and have the ability to easily search through mail if necessary.
- Consolidate the number of applications and tools used within the IT organization.
- Implement a facilities booking program to coordinate the reservation and use of town facilities.

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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 for 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 to effectuate these arrangements. 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 issues.

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 seeks overall to limit 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 affected 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 agency proceedings with successful conclusions. Additionally, the Department implemented new return-to-work programs and procedures to assist those injured employees in a safe and expedited integration back into the work force following an industrial injury.

Town Counsel of 31 years, John Maher, retired. Juliana Rice began as the new Town Counsel in May 2008, immediately following Town Meeting.

2009 Objectives & Activities

The Legal Department will be working with other Town departments in an effort to recover various amounts owed to the Town.

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, in conjunction with outside counsel, is involved in 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. The goal of the Town's involvement is to convince these agencies and municipalities to undertake substantive and immediate actions to mitigate the unhealthful effects such overflows have on certain Arlington neighborhoods.

The Legal Department will also 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. Included in this will be a complete review with recommended changes in the Board's Rules and Regulations governing the sale of alcoholic beverages in the Town.

In conjunction with the Cable Advisory Committee the Legal Department is providing 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 renewal of RCN's cable license. This will include an extension of RCN's existing license.