

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-four new hires in the year 2009.

In the beginning of the year the Department focused on a very successful audit of all health and life insurance rolls (of approximately 2,000 active and retired employees) to ensure proper funding of plans. The Department also successfully implemented co-pay changes to the HMOs and contribution level changes as they were bargained with each employee group.

To continue in our efforts to improve the overall health and wellbeing of our workforce the Department contacted area fitness clubs to attain discounts for employees. This resulted 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.

In the spring the Department worked under the direction of the Town Manager in the successful recruitment of a new Director of Planning and Community Development to replace Kevin O'Brien (now retired). After an exhaustive search Carol Kowalski was hired. Ms. Kowalski served as Director of Planning for the Town of Reading before coming to Arlington.

In the fall the Personnel Director worked as part of the management team in extensive negotiations with retirees, Town, and school unions on the state-run health insurance plan (GIC). Also in the fall the Department produced its first Personnel Newsletter which was very well received. The Newsletter contains helpful information about benefits and news from other departments as well as information about new hires and retirees. The Department plans to issue the newsletter quarterly.

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 Workplace Harassment and Reasonable Suspicion for Drug and Alcohol Use.

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.

2010 Objectives

The Department of Personnel will continue to search for ways to improve the morale and health of all employees without adding a financial burden to the Town. The Department will also continue to audit our policies and practices to ensure compliance to 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. The Committee meetings are open to the public and public attendance is encouraged.

Throughout 2009 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.

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In 2009 the Committee saw the completion of its updated Equal Opportunity Plan, which was signed by the Town Manager in December. The full text of the document is available on the Committee's portion of the Town website at arlingtonma.gov.

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. 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 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 initiatives 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 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 position was created in July 2007.

Initiative Overview

In 2009 the Information Technology department continued to upgrade the Town and School information technology infrastructures, improve the systems performance and security, while accommodating various de-

partmental requests. The Department now supports the Town and School's file system, application, Web sites, database servers, network, 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. The Department continues to upgrade and reconfigure Network switches and to provide both better performance and greater security. Fifty eight computers, four servers, and 30 printers were installed in Town departments this past year. On the School side, 400 machines were upgraded across three elementary schools and AHS. The desktop standardization project has been completed, with all desktops upgraded to the Windows/PC platform.

2009 Highlights

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 first quarter of 2010.

Virtualization System Installed – An associated server hardware consolidation is reducing the number of servers from seventeen to ten, simplifying network management and introducing power saving technology, and reducing cooling costs. We have implemented a server virtualization system to further consolidate and reduce time and hardware costs when deploying server resources. Additional consolidations will occur in 2010.

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.

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 Bishop, Hardy, and Pierce Schools, finishing the project to convert desktop hardware to the PC platform across the District.

Imaging Software – Expanded the use of our imaging software to include the School's server environment. 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.

Video Surveillance System – Installed video surveillance security system at AHS. The system is IP based, installed on a separate fiber network, and uses a web-based user interface for viewing.

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.

Election/Voting System – Implemented a new voting tabulation and management system to better inte-

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grate with our AccuVote voting machines.

Email List Server – Created an email list server environment to support Town Committees in their efforts to communicate more effectively with their members and the citizens of the Town of Arlington.

Follet Library Software – Converted all School libraries in the district to the PC platform continuing our effort to standardize on fewer operating systems and hardware platforms.

Email Archiving System – Purchased and installed email archiving and backup system with indexing and search capability to support the Schools email system.

Ning (Outsourced Social Networking Environment) – Connecting teachers, to promote discourse and exchange of teaching and learning practices.

Software Integration Projects – Integrated applications with PowerSchool (Student Information System) for Transportation, Nursing, and Special Education Departments. Successfully completed the integration of the parking ticket handheld devices with the Treasurer's Integrated Collections System. Created integration conduits between Crimereports.com and Police Dept information management system.

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 170,000 water, real estate, and excise bills.

Donations Web Site – Developed transaction processing for Health and Human services to enable donors to make contributions via the web using credit cards.

Energy Saving Software - Installed EZ-GPO from Energy Star on all APD district desktops and servers (approx. 1,450) for an estimated annual savings of \$30K-\$40K.

FY2010 Objectives

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

Implement online Point of Sale system at AHS for School Food Services Dept.

Develop and institute an annual security audit program.

Investigate strategies and systems for archiving paper records.

Complete server upgrades and consolidation.

Implement Donations website for Health and Human Services.

Begin implementation of Wireless Automated Water Meter System Town wide.

Standardize 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.

Implement Credit Card processing capability on the Town and Treasurer Web site while standardizing the look and feel of both sites.

Standardize email systems across Town and School.

Assess and create plans for upgrading the Town and school's network routing and switching infrastructure.

Create RFP for facility security assessment.

Implement a facilities booking program to coordinate the reservation and use of Town facilities.

Reconfigure and upgrade the Town's network domain structure to provide better network services and reliability.

Upgrade PowerSchool (Student Information System) to enable remote access, via the web, from outside the School's network.

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 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 researches, 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 De-

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partment 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. Additionally, the Department coordinates 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. 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.

Future 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. This includes the issuance in September 2009 of a revised policy on alcohol for restaurants. In conjunction with the Cable Advisory Committee the Legal Department provided 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 included an extension of RCN's existing license.