



TOWN OF ARLINGTON
MASSACHUSETTS
2013 ANNUAL REPORT

BOARD OF SELECTMEN

DANIEL J. DUNN, CHAIRMAN
DIANE M. MAHON, VICE CHAIRMAN
KEVIN F. GREELEY
STEVEN M. BYRNE
JOSEPH A. CURRO, JR.

TOWN MANAGER
ADAM W. CHAPDELAINÉ

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EXECUTIVE SERVICES

BOARD OF SELECTMEN

The Board is pleased to submit its annual report for 2013 to Arlington residents. The Board is composed of five elected residents who set policy and oversee the management of municipal functions of the Town.

In 2013 Kevin F. Greeley was elected to the Board of Selectmen for his 8th consecutive term. During 2013 Daniel J. Dunn served as Board Chair, and Diane M. Mahon as Vice Chair.



Arlington Board of Selectmen clockwise, left to right: Diane M. Mahon (Vice Chair), Joseph A. Curro, Jr., Steven M. Byrne, Daniel J. Dunn (Chair), Kevin F. Greeley

Changes Around Town

Atty. Juliana Rice left her role as Arlington Town Counsel to return to the state's Attorney General's Office in the Government Bureau as its Deputy Bureau Chief. Atty. Rice served with distinction as Arlington's Town Counsel since 2008 and during her tenure she guided the Town through changes in the Open Meeting Law, advised and informed on numerous Town Meeting debates, and created a Town Legal Handbook for all Town departments. We wish Atty. Rice well in her new role.

In December of 2013, the Town Manager appointed Doug Heim as Arlington's Town Counsel. Atty. Heim has worked for the City of Boston Law Department in the Office of Legal Advisor to Boston Public Schools, and the New York City Office of the Corporation Counsel, Special Federal Litigation Division. We look forward to working with Atty. Heim and feel confident he will provide high quality legal services to the Town.

Year in Review

Construction of the new Thompson Elementary School was completed in time for the 2013-2014 school year. In September the new library at the school was dedicated to Bill Shea who was active in the construction and renovation of the Town's elementary schools

over the past decade. The Board is proud that the newly constructed school is MA CHPS certified, meaning that it was designed and built to sustainable standards.

The Arlington 360 project (former Symmes site) is near completion and its first residents have already moved in. Federal funding was approved for the Mass. Ave. Rebuild and construction is slated to begin in the summer of 2014. The project aims to upgrade aging infrastructure as well as improve safety for all users of this road. The project is expected to take two construction seasons to complete.



Arlington continues its once-in-a-generation Master Plan process on land use and physical development in Town. This includes public facilities (including school buildings), housing, transportation, economic development, land use, open space, recreation land, natural, historic, and cultural resources. A Master Plan for Arlington will guide the Town in these uses over the next twenty years. Interactive workshops were held throughout the year to gather public input and will continue throughout 2014.

Designated as a "Green Community" in 2010, Arlington continues its energy and conservation initiatives. In recognition of these accomplishments and initiatives, the Town was honored by the state in 2013 with the "Leading By Example" (LBE) award. The LBE Awards recognize outstanding efforts among Commonwealth agencies, public colleges and universities, and municipalities that have implemented policies and programs that have led to significant and measurable environmental and energy benefits.

Town Hall Centennial Celebration

In June Arlington Town Hall turned 100. A centennial celebration was held at Town Hall and its historic gardens and enjoyed by many. Hundreds of residents attended an evening celebration with four 25-year sections of the building's history, punctuated by music of the era. Additionally, the Arlington Historical Society presented "Town Hall in Character" a program where

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participants could meet extraordinary characters from Arlington's history. Historic images of Arlington Town Hall grace the cover of this Annual Report in tribute to this architectural gem.



This photograph, taken from 5 Academy Street, shows a site cleared of buildings, circa 1907, in anticipation of construction of the present Town Hall.

Volunteerism

Arlington's many volunteer committees continue to provide valuable contributions to the community by helping those in need, participating in Town governance, and educating the public on important issues.

One such example of volunteer participation is EcoFest. Co-sponsored by Vision 2020's Sustainable Arlington, the Arlington Garden Club, and Public Works and held at Town Hall. The theme in 2013 was *Eco-Footprints: Arlington People, Places, Spaces*, where local vendors and environmental groups highlighted the many aspects of Arlington's open spaces and how we can enjoy and preserve them.



"Trashformations" student-created art from recycled materials on display

Town Day Celebration

Arlington Town Day continued on with its proud tradition and another successful day. Resident and vendor participation was at an all-time high. Again, the Town Day Committee is grateful for the strong community par-

ticipation that has become well-known as a source for Arlington's strong and thriving spirit. The Board would like to extend its thanks and congratulations to the Town Day Committee, and especially the Co-chairs, Marie Krepelka and Kathleen Darcy. The Board also wants to extend the same thanks to the many businesses and tireless volunteers whose loyalty, dedication, and hard work made this celebration a success again. All Town Day activities are privately funded and this event continues without any Town funding.

Pancreatic Cancer Awareness

In November the Selectmen proclaimed the month of November 2013 to be Pancreatic Cancer Awareness Month in Arlington. The board remembered the community members that have been lost to this terrible disease, and talked with family members and activists (<http://www.pancreatic.org>) about how to help raise awareness and support for finding a cure.

These are just a few of the highlights in Arlington this year. More highlights are included in this report.

Acknowledgments & Recognitions

The Town experienced the loss of valued contributors to the community with the deaths of long time contributor to the Town, Dr. Mike Foley, former selectman Robert Murray, and administrative assistant for the Department of Planning and Community Development, Anne Marie Casey.

Dr. Foley was a lifelong resident of Arlington who among his other professional accomplishments once led the medical staff at the former Symmes Hospital. He also mentored many students in Arlington who were interested in pursuing a career in medicine. His dedication to the Arlington community will be missed.

Robert Murray was a Selectman from 1976-87, and he was an early champion of affordable housing in town. He took his passion to other parts of the Commonwealth, and never stopped working to improve housing opportunities across the state.

Anne Marie Casey passed away in September of 2013. During her nine years with the Town Ms. Casey served the public with respect, patience and concern for their needs.

Their contributions were numerous and they leave a rich legacy for all Arlington residents to enjoy and for us to remember.

The Board of Selectmen would like to thank all Town employees for the work they do to make this town what it is. We also thank the volunteers who spend thousands of hours each year performing a labor of love for their community; Arlington would not be the same without them. We particularly thank the staff of the Selectmen's Office for their tireless and intelligent work on our behalf: Marie Krepelka, Board Administrator, MaryAnn Sullivan, Frances (Fran) Reidy, and Jean Burg.

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TOWN MANAGER

I am very pleased to deliver my second Annual Report to the Town of Arlington in the capacity of Town Manager. I am honored and humbled to have been selected to serve the Town of Arlington in this capacity and I am thankful to the Board of Selectmen for entrusting me with this role. Arlington has a long tradition of professional management, and having the opportunity to continue this tradition fills me with much gratitude. I also feel very fortunate to be working in a Town that is made up of so many dedicated, committed, and talented residents. Without the contributions of volunteers, many of Arlington's successes would not be possible.

2013 was a year of many challenges in Arlington. Arlington's Police and Fire Departments were challenged on a number of occasions in 2013 with issues both inside and outside the borders of Arlington. They faced all of these challenges with professionalism, expertise, and compassion and demonstrated to us all how fortunate we are to have them providing us with public safety services.

2013 was also a year in which the Town's commitment to financial planning and transparency was recognized by both local and national organizations. In the fall of 2013 the Town released Arlington Visual Budget (AVB), a data visualization tool that was developed in cooperation with Town volunteers and InVolution Studios, an Arlington based software design firm. This tool was honored by the Massachusetts Municipal Association with the Kenneth Pickard Municipal Innovation Award. AVB can be viewed at arlingtonma.gov/budgets. The Town Manager's Annual Budget and Financial Plan was also recognized by the Governmental Finance Officers' Association with the Distinguished Budget Presentation Award in 2013.

My goal in making this report is to provide an overview of the financial, organizational, and community based efforts that took place during 2013. I also hope that through this report, residents will learn about the Town's commitment to transparent and user-friendly communication channels that provide Town information that is both relevant and timely. Please note that in several sections of this Annual Report, we have included a link to a webpage where more information about a project or effort can be found.



Arlington Visual Budget can be seen at arlingtonma.gov/budgets



Adam Chapdelaine, Arlington Town Manager

Town's Financial Outlook

FY2014, the current fiscal year, is the third and final year of what was initially intended to be a three-year plan that incorporated the Proposition 2 ½ override of 2011 designed to carry the Town's budgets through FY2014. The key commitments along with updates on the status of meeting the commitments of that three-year plan are listed as follows:

1) Override funds will be made to last at least three years (FY2012-FY2014). No general override will be sought during this period. – **Current projections have extended the plan to cover FY2012-FY2018.**

2) If the override passes there will be no Pay As You Throw (PAYT) fee implemented in FY2012, but the placement of a ballot question regarding a revenue neutral PAYT option will be considered in FY2013. - **This ballot question was not advanced due to the Town's implementation of a mandatory recycling program in FY2013 which has stabilized both hauling and waste disposal costs.**

3) Town and School operating budget increases will be capped at 3.5% per year. An additional allowance of up to 7% shall be allowed for documented special education cost increases. Should actual special education cost increases exceed this amount, the remaining School budget shall be decreased by the difference. – **This commitment has been maintained and the FY2015 Town operating budget proposes a 3.5% increase. Due to enrollment growth, a school funding increase above the 3.5% is proposed for FY2015.**

4) Health care cost increases will be programmed at 7%. Should actual increases exceed this amount, the Town and School budget totals shall be proportionately decreased by the excess amount. Should actual increases be less than this amount as a result of negotiated health care savings, the extra savings will be:

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a) Deposited into the override stabilization fund to extend the three year override period;
b) Used to preserve services; and
c) To satisfy any and all negotiated items between the Town Manager, its employees, and its retirees. – **The override period has been extended to seven years from the original three-year period based to a large degree on health care savings and the first year health care savings also supported FY2012 wage settlements with employee bargaining units.**

5) An additional \$600,000 shall be appropriated for the School Department in FY2012 and \$400,000 shall be appropriated each year in addition to the amount currently appropriated in the capital budget for road improvements. – **This commitment has been met.**

6) Reserves shall be maintained in an amount equivalent to at least 5% of the budget. – **This commitment is being maintained.**

For in-depth information about the Town's financial condition please refer to the Town Manager's Annual Budget & Financial Plan online at arlingtonma.gov/budgets.

Dedication to Efficiency and Innovation

The Town has recently released a new Strategic Plan for Information Technology (IT Plan) which is the result of a yearlong effort to develop a plan that will aid the Town in enhancing its use of technology as a means of delivering more efficient and more effective services to the residents of Arlington. One key part of enabling the implementation of this plan was the addition of a Systems Analyst to the Information Technology Department in the FY2014 budget. The hiring process resulted in the promotion of the Town's GIS Coordinator to the position of Systems Analyst/Director of GIS.

The first step that is recommended by the IT Plan is the performance of a needs assessment across all departments in order to determine priority areas for investment in technology. This needs assessment has been led by the Systems Analyst/Director of GIS in cooperation with the Town's Director of Information Technology and the Town Manager. Also, the Systems Analyst/Director of GIS has begun working with both the Board of Selectmen and the School Committee in order to analyze and implement a digital solution for meeting materials. Such a solution will be focused on achieving cost savings attributable to the reduction of paper use and also the increased transparency of making documents available online for the public.

In FY2015 and beyond the Town will also remain committed to finding other means of reducing costs, which may include, but will not be limited to, regionaliza-

tion of services and the outsourcing of certain municipal functions.

Working with Town Employees

Over the past year, Town and School unions have worked with management to develop a comprehensive compensation and benefits survey for all Town and School employees. This work resulted in twelve communities being selected as relevant comparables to Arlington. Among the criteria used for selection were: population, 5 year average municipal growth factor, population per square mile, median income per capita, median income per household, single family median home value, average family tax bill, total tax levy, excess as a % of maximum levy and residential valuation as a percentage of the total tax levy. After thorough analysis the group developed the following list of comparable communities: Belmont, Brookline, Medford, Melrose, Milton, Natick, Needham, North Andover, Reading, Stoneham, Watertown and Winchester. Working with an outside consultant, these communities were surveyed and a compensation study was completed. The results of this survey will be used by both management and union leadership to inform future bargaining discussions. A copy of this report can be viewed at arlingtonma.gov/townmanager.



Sustainability Initiatives

In 2010 Arlington was named a Green Community by the State's Green Communities Division in recognition of the work that Arlington has done in the past to reduce energy usage, and the plans it has to further reduce energy use in the future. In 2013, based on significant fulfillment of these plans, the State's Department of Energy Resources (DOER) honored Arlington with the "Leading By Example" award. This award is given to only four municipalities on an annual basis, and Arlington was proud to have earned the designation. Also in 2013 the Town hired a Regional Energy Manager (REM) in cooperation with the Town of Bedford. The REM works two days per week in Arlington, and has already demonstrated tremendous value through the implementation of a number of energy conservation measures (ECM) and through the successful submission of several grant applications on behalf of the Town. Using a portion of the \$200,000 appropriated by Town

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Meeting in 2012 for the implementation of ECM's, the REM has successfully managed the installation of new energy efficient boilers in the Robbins Library, a lighting retrofit/occupancy sensor project at the Robbins Library, and a lighting retrofit/occupancy sensor project at the DPW facility on Grove Street. All of these projects have a payback of less than five years, and also serve to reduce the Town's greenhouse gas emissions.

In regard to successful grant applications, through the work of the REM, the Town has received a grant from DOER to hire an Owner's Agent to manage the process of installing solar panels on municipal and school buildings, a grant from DOER to install an electric vehicle charging station and assist in the purchase of an electric vehicle, and additional grants to allow the Town to assess the energy performance of Town Hall and both the Town and School server rooms.

The Central Fire Station is being designed to LEED® Silver Green Building standards and construction is anticipated to begin in 2014. By using less energy and water, LEED certified buildings save money for families, businesses and taxpayers; reduce greenhouse gas emissions; and contribute to a healthier environment for residents, workers, and the larger community.

Around Town

The Arlington 360 construction project as well as the Brightview Senior Living facility were very near completion at the end of 2013. In fact, Arlington 360 welcomed some its first tenants in November of 2013. Both sites expect to be completed and fully open to occupancy during 2014. The East Arlington Massachusetts Avenue Rebuild received all final approvals from the Federal Highway Administration in 2013 and construction is expected to begin in the summer of 2014.

NLC Prescription Drug Card Program Savings

The Town continues periodic outreach on the National League of Cities (NLC) Prescription Drug Card Program (launched Dec. 2009). At end of calendar year 2013, Arlington leads the state in cumulative savings to residents with \$181,570.39 and is rated #11 in the program nationally (out of 645 participating municipalities). The free program offers residents an average savings of over 20% on non-insured prescriptions. Residents can obtain the free card online at arlingtonma.gov/prescriptioncards.



Communications & Customer Service

The Board of Selectmen and I continue to make improving public communications and customer service one of our priority goals. This annual report is one such communication vehicle in which we put a great deal of effort to make it informative, easy to read, and attractive. In 2013 the Massachusetts Municipal Management Association (MMA) awarded Arlington second place for its 2012 report. The Town also makes these reports available online at arlingtonma.gov/annualreports.

We strive to inform the public about general Town activities and during emergencies, plus build a stronger relationship with our residents and improve efficiencies for our staff. To meet these needs and increasing demand for them, we utilize the following information channels in conjunction with local media.

Arlingtonma.gov

Arlingtonma.gov is the Town's communication hub supporting one the priority goals of the Board of Selectmen: enhance public communication and customer service and leverage technology to improve efficiencies. The site is made up of over 10,000 pages/documents and growing, serving a population of 42,000, surrounding communities, and beyond. The site also supports the online information and outreach activities of fifteen departments, and over sixty-five boards, committees, and commissions, who are much more active with the institution of the Open Meeting Law (OML) in July 2010. The workload generated by the OML compliance alone, adds approximately 1,000 documents to the site annually.

In 2013 arlingtonma.gov recorded approximately 1.4 million Page Views, 586,584 Visits, and 322,708 Unique Visits. Although there is a decrease in Visitor Loyalty between 2012 and 2013 (6%) it appears it may be a leveling off of the changes made in Google Analytics. Prior to 2012 the metric called "Loyalty" was changed and with its change came a substantial decrease between 2011 and 2012 (22%). That being said, reviewing the combined website metrics indicate that traffic is relatively stable and the site continues to be heavily utilized.

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Request/Answer Center: System Stats	2010	2011	2012	2013
Answers Viewed on Portal	90,249	203,484	196,393	188,367
*Productivity Preserved in Hours/Answers Viewed	7,521	16,957	16,366	15,697
**New Customer Registrations	1,872	3,071	2,338	2,373
Requests Created	2,314	2,868	2,951	2,772
Requests Closed	2,214	2,616	2,731	2,811
% Questions/Requests Remain Open System	13%	11%	22%	24%
Request/Answer Center: PIO Requests	2010	2011	2012	2013
Requests Created	739	897	888	610
Requests Closed	708	934	888	462
% Questions/Requests Remain Open System	10%	8%	5%	7%

Website Traffic (arlingtonma.gov)	2010	2011	2012	2013
Page Views	1,315,370	1,354,141	1,399,333	1,381,574
Visits	511,409	547,114	573,288	586,584
Unique Visitors	257,987	276,345	300,853	322,708
Visitor Loyalty- # of Uniques Visited Over 200 Times	29,585	24,157	18,810	17,637

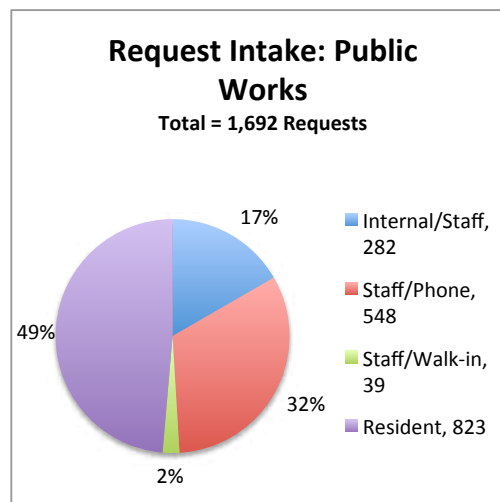
Request/Answer Center

The Request/Answer Center is Arlington's online customer service center where residents can make requests of Town services (and track them), ask questions, and find answers. 2013 marked the sixth year for the service. The system continues to be heavily utilized by both staff and residents.

A major feature of the service is the ability for residents to easily search an extensive database before calling staff for an answer (Find Answers). If they cannot find the answer online, their question is forwarded to staff for response. Since launching the service, over 864,577 answers were viewed, yet, only 2,054 questions were forwarded to staff for an answer (less than 1%). This continues to enforce the self-serve method of providing easily accessible information so residents can find the information they need when at their convenience. One way to measure how productivity might be preserved in this self-service model is to estimate the time of phone calls to staff members. If an average phone call takes 5 minutes to answer, then this feature preserved, on average, 14,135 hours for the Town annually since 2010, or the equivalent to 7.7 full-time employees per year for just providing answers online.

In 2013 The Request/Answer Center received 2,772 Requests entered into the system and Town staff closed 2,811. Public Works leads the way with 1,692 Requests submitted, about half of these were entered by residents (49%). However, it represents a 5% decrease in resident entries from 2012 (54%). Although

the Department has been working to ensure more requests are entered (they report not all are entered), they still struggle with the challenge of multiple communication channels available to the public to report requests (online, email, phone, walk-in) and resources need to enter them. During an emergency this challenge can be exacerbated.



The decrease in PIO Requests created and closed represents the reallocation of some of the PIO's requests to other members in the Town Manager's Office or to Departments (mostly website postings) to allocate some of her time to the website project. The website project is detailed later in this report.

The Town continues to work on solutions to improve our internal functions. Residents can help by making the Request/Answer Center at arlingtonma.gov their first step when seeking information or making a Request.

Arlington Alerts, Town of Arlington Notices

In January of 2012 the Town initiated its Arlington Alert system. Arlington Alerts notify residents via phone, text, and email before, during, and after an emergency or to relay important messages. When initiating a Town-wide phone call the system reports approximately 19,000 connections. In 2013 the Town has seen significant increases to the email (57%) and text (81%) op-

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Online Communications	2010	2011	2012	2013
Town of Arlington Notices Subscribers	3,004	4,141	4,573	4,422
% of Growth from previous year	18%	27%	9%	-3%
% Compared with # of households (19,000)	16%	22%	24%	23%
Arlington Alert Emails Subscribers*		1,543	2,149	3,795
% of Growth from previous year			72%	57%
% Compared with # of households (19,000)			11%	20%
Arlington Alert Text Subscribers*		1,188	2,688	3,310
% of Growth from previous year			44%	81%
% Compared with # of households (19,000)			14%	17%

*Arlington Alert service launched in January 2012. 2011 numbers reflect beginning of 2012 and are included for comparative purpose.

tions offered by Arlington Alerts in the last year.

Town of Arlington Notices are official notifications sent by the Town via email to subscribers. This opt-in email distribution list delivers information on Town activities including: public health and public works alerts, election information, and special Town related events. Notices are one of the most helpful and effective tools to communicate to the public.

Receive time-sensitive notifications
Phone * Text * Email

Arlington Alerts



Register at
www.arlingtonma.gov/subscribe
or call 781-643-1212

Powered by **CODE RED**
Keeping citizens informed.

However, in 2013 the Town had its first dip in subscribers to the Notices email list (151) – representing a 3% decrease for a total of 4,422 subscribers. In May we saw a drop of 211 subscribers. Although not conclusive, we attribute this loss to AOL auto-unsubscribing reported by both the vendor and subscribers. Even with this loss and compared to the number of households (19,000), and assuming one subscriber per household, 23% of households receive Notices (1% drop).

Although we are pleased with the subscription rate for Arlington Alerts, we are watching the subscription rates to Notices and the website closely as we want to ensure residents are aware of all the Town’s activities and not only when there is an emergency.

We respectfully ask that residents who are not subscribed to these services to do so. They can subscribe to these services in the Communication Center at arlingtonma.gov/subscriber.

New Website

To address the increasing demand of information and to present it in more accessible ways, while making it easier to manage for staff, the Town is in the process of updating its website. In 2013, after comprehensive vendor evaluations, the Town signed with a new website hosting and development firm, Vision Internet, to design, develop, and host a new and dynamic website.

As part of the design and development effort, the Town conducted an online survey to learn more about site visitors, who they are and why they visit the Town site as well as their perception of the Town to help guide the design of the site. Over 1,300 responses were received providing valuable feedback.



Top 15 survey feedback comments from residents

An online usability research test was also conducted to help refine navigation elements to best serve visitors to the new site. 341 participants took the test which identified common paths and areas of improvement to remedy. The Town is currently in the development and migration process. Development entails a complete re-design and major reorganizations of the site, including the implementation of dynamic pages, and responsive web design (RWD) to ensure proper display on any device. Migration entails the reorganization of over 9,000 pages and documents. The Town plans to launch the new site in 2014.

Arlington continues its efforts to improve communications and customer service while cultivating positive relations with residents. The Town also strives to

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maximize technology for efficiencies and will continue to build upon these valuable Town assets. We put a lot of effort into making sure our award-winning website is timely and accurate, the Request/Answer Center is working properly and responding to resident needs, keeping residents up-to-date through Town Notices, and to be prepared for an emergency with Arlington Alerts. We constantly evaluate all our channels so we can maximize service delivery and staff efficiency. It is important to note, none of the success can be realized without skillful human intervention and collaboration. From the many content contributions from staff, boards, and committees, to residents utilizing these channels, we continue to help residents 'get connected' and 'stay connected' to Town Hall.

Acknowledgments

In 2013 Town Counsel, Juliana Rice, left the Town to accept a position within the office of the Massachusetts Attorney General. Juliana provided excellent legal services to the Town of Arlington during her tenure and her contributions will be sorely missed. We wish her the best in her future endeavors. After a thorough and exhaustive search process, Juliana's successor was recruited and hired in 2013. Attorney Douglas Heim was selected to serve as Arlington's new Town Counsel. Doug brings with him experience from working for both City of Boston and the City of New York in their respective legal departments. We are excited to welcome Doug to the team and look forward to working with him going forward.

2013 also saw the retirement of Veterans Services Director Bill McCarthy. Bill provided exemplary service

to the Town and he will be missed by all who worked with him. Bill's replacement has been recruited and we are happy to welcome Jeffrey Chunglo to Arlington as the new Director of Veterans Services. Jeffrey brings with him a great deal of experience in working with Veterans and we are fortunate to have him as part of the team.

Dedicated Team

As I mentioned at the outset, Arlington is very fortunate to have so many talented citizens willing to volunteer their time to serve the Town in various capacities including Town Meeting, Boards and Committees. Together with our elected leaders, management team, and staff, they make Arlington a special community. I would like to thank the Board of Selectmen for its leadership and support throughout my second year as Town Manager. I am also very grateful for the professionalism and knowledge exhibited by Deputy Town Manager, Andrew Flanagan. I would also like to acknowledge the excellence that is regularly exhibited by the Town's Department Heads. Arlington is fortunate to have a talented, dedicated, and hard-working management team that is second to none in the Commonwealth, and I feel privileged to be able to work with them day in and day out. Going further, Arlington is lucky to have a great team of Town employees across all departments.

Finally, I would be remiss if I did not express my warmest appreciation for my office staff, Eileen Messina, Domenic Lanzillotti, Joan Roman, and Michael Bouton. They are exceptional public employees dedicated to providing the best possible service to each and every person interacting with the Town Manager's Office.



FINANCIAL MANAGEMENT SERVICES

FINANCE COMMITTEE

During 2013 Chairman Allan Tosti led the Finance Committee (FinCom), assisted by Vice-Chairs Richard Fanning, Charles Foskett, and Alan Jones. Peter Howard served as secretary. The FinCom has twenty-one positions, one for each precinct. The appointing authority (Moderator, Trust Fund Commissioners Chair, FinCom Chair) acted to reappoint all members whose terms had been completed and to fill all but one vacant position.

In February the FinCom began its yearly effort to develop a comprehensive balanced Fiscal Year 2014 (FY14) budget recommendation for the Annual Town Meeting, which begins in April. At least one of the Finance Committee subcommittees reviewed each departmental budget with the corresponding department head. The school budget subcommittee attended School Committee meetings in order to gain a better understanding of the school budget. Hearings were held on all Warrant Articles requiring an appropriation or having a financial impact. Twelve full committee meetings were held before Town Meeting and seven on Town Meeting nights. These meetings, when combined with numerous subcommittee meetings, made for a busy winter and spring schedule. The Committee's report was distributed to Town Meeting members at the first meeting.

FY14 is the third year of the current multi-year plan. Because of the savings from joining the State's Group Insurance Commission (GIC) and an increase in local aid over what had been predicted, the multi-year plan has been extended. Working with Town and School leaders, the FinCom developed a balanced budget and reserved much of the extra income from the last override to balance future years' budgets, thus eliminating the need for an additional override for several more years. Central to this budget is a 3.5% cap on budget increases by the appointing authorities. This budget maintained Town services at the FY13 level.

The FinCom supported the work of the Minute-man Tech Regional Agreement Amendment Subcommittee. This group crafted a proposal that would address the difficulties that the Town has with the present agreement. Whether it will be endorsed by all the member towns remains to be seen. Unless it is endorsed, approval of a large bond issue to rebuild the school is unlikely.

After hearings and extended discussion the Finance Committee proposed no action on the Manager's fiscal reorganization proposal. Subsequently, with a similar recommendation from the Board of Selectmen, the Town Meeting voted no action.

In June the FinCom was honored by the Board of Selectmen with the Samuel A. Wilson Award for service to Arlington.

The FinCom also continued to monitor other ongoing activities that could have a large financial impact through regular reports by Town officials. Possible federal spending reductions remain a concern. Other issues include development of Arlington's Master Plan, funding for the final round of school renovations, the renovation of the Town's fire stations, the increasing costs of pensions, and funding the liability for retired Town employee health insurance. The Finance Committee will continue to work with other Town officials and citizens to deal with these issues and will keep the Town Meeting informed of the Town's progress.

OFFICE OF THE TREASURER & COLLECTOR OF TAXES

Mission Statement

The Office of Treasurer & Collector of Taxes is responsible for the management, collection, and custodianship of all funds and receipts belonging to the Town of Arlington.



Stephen J. Gilligan, Treasurer & Collector of Taxes

Overview

Under state law the Office of the Treasurer & Collector of Taxes is responsible for Treasury, Collector, and Payroll operations. Town bylaws have assigned postal operations to the Treasurer's office. The Payroll Division, through a Memorandum of Agreement established in 2002, reports directly to the Superintendent of Schools. The Treasurer also serves as Parking Clerk.

The elected Town Treasurer and Collector of Taxes is responsible for managing and directing the tax billing and collection process, receiving all monies from Town departments, securing and depositing Town monies, and in accordance with Massachusetts General Laws for managing, planning, and directing the Town's financial policies relating to cash management, investment management, and debt management. The Treasurer serves as Custodian of Funds for all Town monies. The Treasurer performs his fiduciary responsibility by de-

FINANCIAL MANAGEMENT SERVICES

veloping investment and borrowing strategies based on financial best practices, consultations with financial advisors and investment institutions, and participating in government finance officer’s seminars and conferences. Mr. Gilligan is an active member of both the national Government Finance Officers Association of the US & Canada, and the Massachusetts Collectors & Treasurers Association. Mr. Gilligan is Certified as a Massachusetts Assessor. He also serves as a Member of the Board of Directors of the New England States Government Finance Officers Association.

Program Description

The Treasurer/Collector’s office is responsible for the proper handling and management of all monies belonging to the Town. Included within these responsibilities are the following:

- Responsible for the billing and collecting of all Real Estate Tax, Personal Property Tax, Motor Vehicle Excise Tax, Parking fines and Permit fees, Water & Sewer accounts, and collecting all Town and School Department(s) receipts. Payments are received directly in the Treasurer’s Office, through the mails, via on-line electronic transactions, and lock-box service.
- Receiving and reconciling all deposits from all departments and authorities that charge fees and/or receive monies. Supports and assists all departments in the collection of delinquent accounts.
- Enables, audits, and coordinates School, Recreation, Human Services, Fire/Ambulance, Library, and Inspections departments to make deposits directly into our depository bank; daily, overnight, and weekends.
- Responsible for deposits and investment of all Town funds.

- Determine cash management needs to meet vendor and payroll warrants.
- Provide quality customer service to all Town residents, employees, and vendors in the performance of the above-described duties.
- Manage and direct all short and long-term borrowings. Strategic goal is to maintain the highest possible Bond Rating, based on the Town’s debt management, current and future financial and budgetary projections.
- Manage Treasurer’s relationships with finance professionals and institutions that provide custodial, investment, and banking services.
- Responsible for directing, managing, and administering, the John J. Bilafer Arlington Citizens Scholarship Foundation/Dollars For Scholars Program

Budget Statement/Future Outlook

The Treasurer’s Office continues to scrutinize its current budget for any potential savings, while being mindful of the critical importance to maintain resources sufficient to collect, invest, and/or process over \$132,320,744 in Town revenues.,

Interest income on General Fund monies and Town Stabilization Funds is expected to experience a modest increase in the rate of return as compared to the previous 3 fiscal years.

Objectives 2014

- Issue RFP for Banking Services for Town government banking operations and depository.
- Convert Town’s Stabilization Funds from MMDT to fully collateralized deposits
- Select fully qualified Deputy Treasurer/Collector candidate for Board of Selectmen

Office of Treasurer & Collector of Taxes					
Performance Metrics Over 5 Years					
	FY 2009	FY 2010	FY2011	FY 2012	FY 2013
Real Estate Bills Processed	59,988	60,084	60,119	* 63,000	* 63,700
Motor Excise Bills Processed	35,507	35,112	35,222	35,456	33,411
Water & Sewer Bills Processed	24,817	24,849	24,965	24,973	25,046
Subsequent Delinquent Bills and Notices	17,381	22,324	22,604	14,831	12,944
Liens - Revenue from Water & Sewer Delinquencies	\$126,419	\$140,465	\$134,180	\$183,273	\$161,334
Lien Certificates Processed	1,170	1,452	1,674	1,541	2,177
Revenue from Lien Certificates	\$57,873	\$72,600	\$83,700	\$77,093	\$108,874
<i>* Includes Personal Property</i>					

FINANCIAL MANAGEMENT SERVICES

confirmation.

- Implement quarterly billing for Water & Sewer accounts in cooperation with Town Manager.

Accomplishments 2013

- Treasurer's Office continues to achieve one of the best commitment-to-collection ratios of real estate and personal property taxes of any community in Massachusetts, by developing internal collection procedures with a focus on end-of-fiscal-year results. Real Estate Tax collections = 100%
- Attained a top rating of Triple-A ("AAA") from Standard & Poor's rating agency for the 9th consecutive borrowing. Arlington is a member of a group of less than 21 communities in Massachusetts attaining this highest rating.
- FY2013 Town Audit found Treasurer's operation in full compliance.
- Continue to manage Town of Arlington's relationship with Investment Advisor. Current net realized gain on all trust fund accounts is 19.10%.
- Managed successful annual borrowing of \$6,851,000 with a Bond interest rate of 2.595% and \$450,000 BAN at .45%, with a "AAA" rating for bonds and a SP-1+ BAN rating—both the highest possible ratings—from S&P.
- Implemented new procedures for abandoned property ("Tailings"), to proactively remit to Arlington residents.
- The Treasurer's Office administers the Arlington Citizens Scholarship Fund, which provides financial assistance to Arlington residents attending higher education. Increased both number of scholarships awarded to 102, and total amount awarded to \$140,000 in 2013.
- Implemented new online process for Arlington Citizen's Scholarship Foundation/Dollars-For-Scholars applications.
- Aggressively managed the on-time issuance of all billing and collections for Real Estate Tax, Motor **Vehicle** Excise Tax, Water & Sewer, and Parking, accurately and on time to avoid short-term borrowing.

Performance / Workload Indicators

- Managed \$101,737,510 Real Estate Tax collections down to delinquent receivables of only **70** Tax Title accounts. Real Estate Tax collections = 100%
- Processed and issued 63,700 initial Real Estate & Personal Property bills, 35,049 initial Motor Excise bills, 25,046 initial Water

& Sewer bills; plus 12,944 delinquent real estate, excise tax, and water/sewer bills and notices. Total Bills issued and collected: 136,739. All bills mailed on time, meeting legal mandates.

- Advertised and filed tax title for all delinquent Real Estate tax accounts within the same fiscal year.
- Motor Vehicle Excise Tax
- FY11 Revenues – Initial billing: \$3,617,140. Total Excise Tax Collection FY11: \$3,438,728.
- FY12 Revenues – Initial billing: \$4,077,138. Total Excise Tax Collection FY12: \$4,021,599.
- FY13 Revenues – Initial billing: \$4,342,655. Total Excise Tax Collection FY13: \$4,064,778.
- Deputy Tax Collection program revenues: FY08– \$133,146; FY09– \$157,276; FY10– \$157,859; FY11 - \$197,534; FY12 - \$141,000; FY13 -\$162,046.
- Lien Certificates processed: FY08 – 1,170; FY09 – 1,603; FY10 – 1,452; FY 11 – 1,674; FY12 – 1,541; FY13 – 2,177.
- Revenue from Lien Certificates: FY08– \$29,250; FY09–\$57, 873, FY10–\$72,600; FY11 – \$83,700; FY12 –\$77,093; FY13 – \$108,874.
- Lien all delinquent water accounts onto real estate bills annually. Annual lien amounts: FY08–\$72,131, FY09–\$126,420, and FY10 –\$140,865, FY11–\$134,181, FY12– \$183,273; FY13–\$191,334.
- These amounts are less than 1.5% of Water & Sewer billing amounts committed.
- The Treasurer's office staff includes 3 positions in management, and 6.85 in clerical and administration.
- Preparation of financial material for receipts, deposits, investments, income, debt for annual Town audits.

COMPTROLLER/TELEPHONE

The Comptroller's Office is responsible for the Town's books of account and financial records, verifying appropriations for all purchase orders, processing invoices for payment, approval of all payrolls and other warrants, balancing monthly appropriation reports, and other financial reporting as governed by Federal and State governments. The Comptroller is responsible for the direct management and supervision of the Telephone department.

The Telephone department is responsible for the

FINANCIAL MANAGEMENT SERVICES

operations of the Town and School phone system, including maintaining the two PBX's and voicemail systems.

Major Accomplishments for 2013

- Closed books on a timely basis and had Town audit and free cash certified on a timely basis.
- Enhanced quarterly report to the Board of Selectmen.
- Monthly meetings with the School CFO to review school finances.

Performance Metrics				
	FY2010	FY2011	FY2012	FY2013
General Ledger Entries	114,879	122,165	120,748	113,517
Purchase Orders Processed	7,054	4,953	5,084	5,317
Accounts Payable Batches Processed	1,181	1,192	976	875

FY2015 Objectives

- Research the feasibility of electronically distributing payroll direct deposit stubs.
- Continue to expand and enhance financial reporting to Town Officials.
- Work with the IT department in the implementation of a VoIP phone system.
- Upgrade the MUNIS financial software.

BOARD OF ASSESSORS

At the annual election held in April, James Doherty MAA was re-elected for a three-year term to the Board of Assessors. At the organizational meeting of the Board of Assessors, Mary Winstanley O'Connor was elected Chairman and Kevin Feeley Esquire, was elected Vice Chairman.

The Board of Assessors committed 15,220 real estate and personal property tax bills to the Tax Collector for collection for Fiscal Year 2014. These bills raised a total of \$101,737,509.72 in property and personal property taxes. The total assessed value of all taxable real estate and personal property for Fiscal Year 2014 was \$7,377,629,421, which resulted in a tax rate of \$13.79 per thousand dollars of assessed value. The Board also committed approximately 34,700 automobile excise tax bills for collection of an estimated income of \$4,340,000.

Tax Abatement Overlay

State law requires that the Assessors put aside funds from each tax levy in a reserve that is called an Overlay. This account is established in anticipation that a certain percentage of the tax levy may end up being abated. Individual tax abatements are paid out of this fund. The final amount of the overlay account is determined by the Assessors and added to the tax rate without appropriation, and is usually set at anywhere from 1% to 2.5% of the tax levy. In FY2014, the overlay account is set at \$1,019,663.19 Any surplus left in an overlay account is appropriated by Town Meeting in much the same manner as free cash. Below is a chart showing the disposition of Overlay funds for the last three years

FINANCIAL MANAGEMENT SERVICES

Tax Abatement Overlay Funds			
	FY2011	FY2012	FY2013
Overlay Amount	\$670,330	\$808,924	\$1,454,204
Abatements & Exemptions To-Date	\$466,663	\$265,781	\$382,432
Declared Surplus to General Fund	\$80,000	\$100,000	\$200,000
Reserved for Additional Liability	\$123,667	\$443,173	\$871,772

ASSESSMENT DATA

Valuation and Tax Levy			
Fiscal Year	Total Assessed Valuation	Tax Levy	Tax Rate*
2014	\$7,377,629,421	\$101,737,509	\$13.79
2013	\$7,201,277,082	\$98,009,381	\$13.61
2012	\$6,954,794,567	\$95,002,493	\$13.66
2011	\$6,926,589,397	\$85,958,974	\$12.41
2010	\$6,892,736,257	\$83,471,036	\$12.11
2009	\$6,790,772,343	\$80,946,006	\$11.92
2008	\$6,883,264,284	\$78,813,376	\$11.45
2007	\$7,011,721,520	\$76,778,350	\$10.95
2006	\$6,483,756,733	\$73,578,994	\$11.34
2005	\$6,007,309,836	\$65,719,969	\$10.94
2004	\$5,990,614,666	\$63,740,140	\$10.64
2003	\$4,500,135,559	\$61,246,845	\$13.61
2002	\$4,266,984,229	\$59,097,731	\$13.85
2001	\$4,239,775,439	\$55,838,267	\$13.17

* Tax rate expressed in per thousand dollars of assessed value

Percent of Tax Levy by Class					
CLASS	TYPE	FY2011	FY2012	FY2013	FY2014
I	Residential	93.9935	93.9521	93.7374	93.8614
II	Open Space	0	0	0	0
III	Commercial	4.2786	4.2740	4.6139	4.4905
IV	Industrial	.3028	.03015	0.2243	.2189
V	Personal Property	1.4251	1.4724	1.4244	1.4292
	Total	100	100	100.00	100.00

FINANCIAL MANAGEMENT SERVICES

FINANCIAL MANAGEMENT

Tax Rate Components FY2010-FY2014					
	2010	2011	2012	2013	2014
Levy Base	\$10.78	\$11.10	\$11.42	\$12.28	\$12.38
2 1/2%	\$0.27	\$0.28	\$0.29	\$0.31	\$0.31
Growth	\$0.11	\$0.09	\$0.08	\$0.09	\$0.19
Override	\$0.00	\$0.00	\$0.93	\$0.00	\$0.00
W/S Debt Service	\$0.81	\$0.81	\$0.80	\$0.78	\$0.76
School Debt Exclusion	\$0.15	\$0.14	\$0.10	\$0.12	\$0.14
Symmes Debt Exclusion		\$0.00	\$0.04	\$0.04	\$0.02
Tax Rate*	\$12.11	\$12.41	\$13.66	\$13.61	\$13.79

*Tax Rate =((Amount To Be Raised)/(Total Taxable Assessed Value))*1000

Details of Tax Rate Calculation					
	FY2010	FY2011	FY2012	FY2013	FY2014
Max Levy Prior FY	\$74,281,565	\$76,865,559	\$79,443,949	\$88,442,215	\$91,310,473
2.50%	\$1,857,039	\$1,921,639	\$1,986,099	\$2,211,055	\$2,282,762
Growth	\$726,955	\$656,751	\$522,167	\$657,203	\$1,393,953
Override	\$0	\$0	\$6,490,000	\$0	\$0
Maximum Levy	\$76,865,559	\$79,443,949	\$88,442,215	\$91,310,473	\$94,987,188
Levy Inc. %	3.48%	3.35%	11.33%	3.24%	4.03%
Levy Inc. \$	\$2,583,994	\$2,578,390	\$8,998,266	\$2,868,259	\$3,676,715
W/S Debt Service	\$5,593,112	\$5,593,112	\$5,593,112	\$5,593,112	\$5,593,112
School Debt Exclusion	\$1,025,542	\$945,868	\$682,156	\$840,116	\$1,049,114
Symmes Debt Exclusion	\$0	\$0	\$307,130	\$278,540	\$150,000
Max to be Raised	\$83,484,213	\$85,982,929	\$95,024,613	\$98,022,241	\$101,779,414
Actual Raised	\$83,471,036	\$85,958,974	\$95,002,494	\$98,009,381	\$101,737,510
Excess Levy	\$13,177	\$23,955	\$22,119	\$12,860	\$41,904
Total Taxable Assessed Value	\$6,892,736,257	\$6,926,589,397	\$6,954,794,567	\$7,201,277,082	\$7,377,629,421
Total Avg. % Increase	1.50%	0.49%	0.41%	3.54%	2.45%
Tax Rate	\$12.11	\$12.41	\$13.66	\$13.61	\$13.79
Penny of Tax Rate	\$68,927	\$69,266	\$69,548	\$72,013	\$73,776
Avg. Assessed Value Single Family	\$477,218	\$479,345	\$480,598	\$502,752	\$514,808
Avg. Taxes Single Family	\$5,779	\$5,949	\$6,565	\$6,842	\$7,099

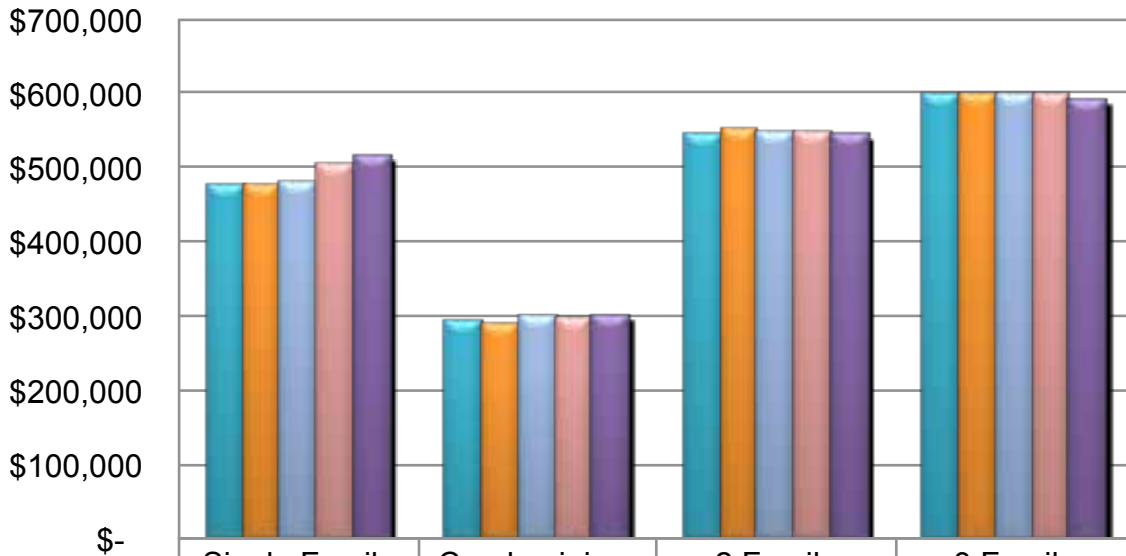
*All numbers subject to rounding and final DOR Certification

FINANCIAL MANAGEMENT SERVICES

State Class Code FY14-FY13 Comparison									
Type	FY2014			FY2013			FY14 vs FY13		
	Parcels	Assessed Value	Avg. Assessed Value	Parcels	Assessed Value	Avg. Assessed Value	Parcel (+/-)	Percent (+/-)	Avg. Assessed Value (+/-)
Single Family	7,984	4,110,229,200	514,808	7,984	4,013,979,200	502,753	0	2.40%	12,055
Condominium	3,304	993,501,200	300,696	3,242	963,468,700	297,183	62	3.12%	3,513
Misc	13	11,119,800	855,369	13	10,783,600	829,508	1	3.12%	25,862
2 Family	2,331		543,433	2,352	1,285,836,160	546,699	-21	-1.48%	-3,266
3 Family	201	118,859,900	591,343	207	123,485,900	596,550	-6	-3.75%	-5,207
Apartments	146	362,494,300	2,482,838	145	292,347,500	2,016,190	1	23.99%	466,648
Res Land	327	24,261,700	74,195	326	23,080,700	70,800	1	5.12%	3,395
Open Space	0			0			0		
Commercial	386	290,983,000	753,842	388	292,211,400	753,122	-2	-0.42%	720
Industrial	22	16,149,400	734,064	22	16,149,400	734,064	0	0.00%	0
Ch Land/61	0	0	0	0	0	0	0		
Ch Land/61A	0	0	0	0	0	0	0		
Ch Land/61B	4	1,349,381	337,345	4	1,328,972	332,243	0	1.54%	5,102
Mixed Use(Res)	76	37,535,317	493,886	76	37,310,069	490,922	0	0.60%	2,964
Mixed Use(Com)	0	38,961,043		0	38,718,831		0	0.63%	
Per Prop/501	235	3,600,490	15,321	369	4,013,930	10,878	-134	-10.30%	4,443
Per Prop/502	174	7,795,870	44,804	261	8,633,640	33,079	-87	-9.70%	11,725
Per Prop/503	0	0		0	0		0		
Per Prop/504,550-2	2	59,907,990	29,953,995	2	54,430,380	27,215,190	0	10.06%	2,738,805
Per Prop/505	7	24,129,200	3,447,029	7	25,359,500	3,622,786	0	-4.85%	-175,757
Per Prop/506	2	7,852,100	2,926,050	2	7,951,200	3,975,600	0	-1.25%	-49,550
Per Prop/508	6	2,157,570	359,595	7	2,188,000	312,571	-1	-1.39%	47,024
Total	15,220			15,407	7,201,277,082			2.45%	

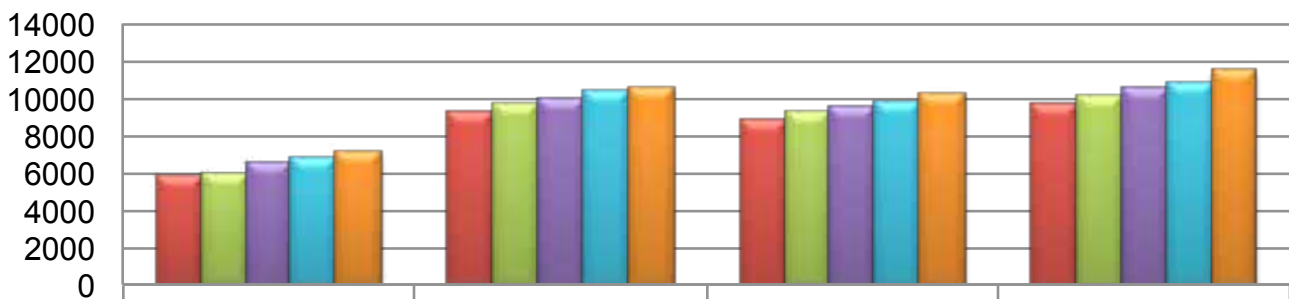
FINANCIAL MANAGEMENT SERVICES

Average Assessed Values FY2010-FY2014



	Single Family	Condominium	2 Family	3 Family
2010	\$477,200	\$294,300	\$545,500	\$598,500
2011	\$476,700	\$287,300	\$553,000	\$598,500
2012	\$480,600	\$298,600	\$546,500	\$598,400
2013	\$502,800	\$297,200	\$546,700	\$596,600
2014	\$514,800	\$300,700	\$543,400	\$591,300

Average Taxes FY2010-FY2014



	Arlington	Belmont	Winchester	Lexington
2010	5779	9216	8771	9584
2011	5916	9676	9167	10032
2012	6565	9964	9557	10441
2013	6842	10358	9838	10830
2014	\$7,099	\$10,566	\$10,191	\$11,480

FINANCIAL MANAGEMENT SERVICES

**Assessor's Office
Town of Arlington
Tax Rate Per \$1,000 of Assessed Value**

YEAR	RATE
1929	\$30.00
1930	\$30.40
1931	\$31.40
1932	\$30.40
1933	\$30.40
1934	\$33.00
1935	\$33.00
1936	\$34.00
1937	\$35.60
1938	\$35.20
1939	\$36.80
1940	\$35.80
1941	\$34.80
1942	\$35.60
1943	\$32.00
1944	\$32.00
1945	\$34.40
1946	\$38.00
1947	\$42.80
1948	\$44.20
1949	\$46.20
1950	\$50.40
1951	\$54.20
1952	\$56.40
1953	\$57.60

YEAR	RATE
1954	\$54.50
1955	\$59.20
1956	\$69.20
1957	\$70.40
1958	\$71.20
1959	\$74.00
1960	\$78.20
1961	\$82.60
1962	\$85.00
1963	\$84.60
1964	\$92.60
1965	\$97.60
1966	\$97.60
1967	\$106.00
1968	\$124.00
1969	\$41.00
1970	\$48.20
1971	\$51.80
1972	\$56.80
1973	\$56.80
1973	\$28.20
1974	\$74.00
F75	\$67.20
F76	\$67.20
F77	\$74.80

YEAR	RATE
F78	\$78.00
F79	\$84.60
F80	\$81.00
F81	\$87.00
F82	\$73.50
F83	\$22.70
F84	\$23.43
F85	\$23.96
F86	\$16.49
F87	\$17.24
F88	\$17.66
F89	\$10.86
F90	\$11.25
F91	\$12.47
F92	\$13.84
F93	\$14.52
F94	\$15.55
F95	\$16.06
F96	\$16.54
F97	\$17.08
F98	\$16.73
F99	\$17.17
F00	\$17.66
F01	\$13.17
F02	\$13.85

YEAR	RATE
F03	\$13.64
F04	\$10.61
F05	\$10.94
F06	\$11.34
F07	\$10.95
F08	\$11.45
F09	\$11.92
F10	\$12.11
F11	\$12.41
F12	\$13.66
F13	\$13.61
F14	\$13.79

FINANCIAL MANAGEMENT

FINANCIAL MANAGEMENT SERVICES

State Tax Form 31C

**THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF REVENUE
TAX RATE RECAPITULATION**

FISCAL 2014

**OF
ARLINGTON**

City / Town / District

I. TAX RATE SUMMARY

Ia. Total amount to be raised (from IIe)	\$ <u>149,264,898.72</u>
Ib. Total estimated receipts and other revenue sources (from IIIe)	\$ <u>47,527,389.00</u>
Ic. Tax levy (Ia minus Ib)	\$ <u>101,737,509.72</u>
Id. Distribution of Tax Rates and levies	

CLASS	(b) Levy percentage (from LA - 5)	(c) IC above times each percent in col (b)	(d) Valuation by class (from LA - 5)	(e) Tax Rates (c) / (d) x 1000	(f) Levy by class (d) x (e) / 1000
Residential	93.8614%	95,492,250.95	6,924,743,377	13.79	95,492,211.17
Net of Exempt					0.00
Open Space	0.0000%	0.00	0		0.00
Commercial	4.4905%	4,568,522.87	331,293,424	13.79	4,568,536.32
Net of Exempt					0.00
Industrial	0.2189%	222,703.41	16,149,400	13.79	222,700.23
SUBTOTAL	98.5708%		7,272,186,201		100,283,447.72
Personal	1.4292%	1,454,032.49	105,443,220	13.79	1,454,062.00
TOTAL	100.0000%		7,377,629,421		101,737,509.72

Board of Assessors of ARLINGTON
City / Town / District


MUST EQUAL IC

NOTE : The information was Approved on 12/06/2013.

<u>John Speidel, Dir Of Assessments, Arlington, 781-316-3061</u>	<u>12/3/2013 8:27 AM</u>	<u>Signed on behalf of the BOA with signed hard...</u>
Assessor	Date	(Comments)

Do Not Write Below This Line --- For Department of Revenue Use Only

Reviewed By	Maura O'Neil
Date :	06-DEC-13
Approved :	Dennis Mountain
Director of Accounts	

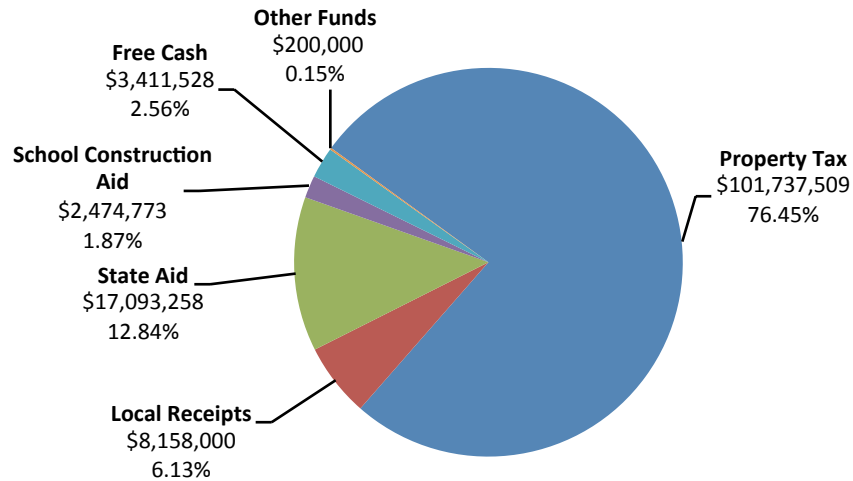

 (Gerard D. Perry)

FINANCIAL MANAGEMENT SERVICES

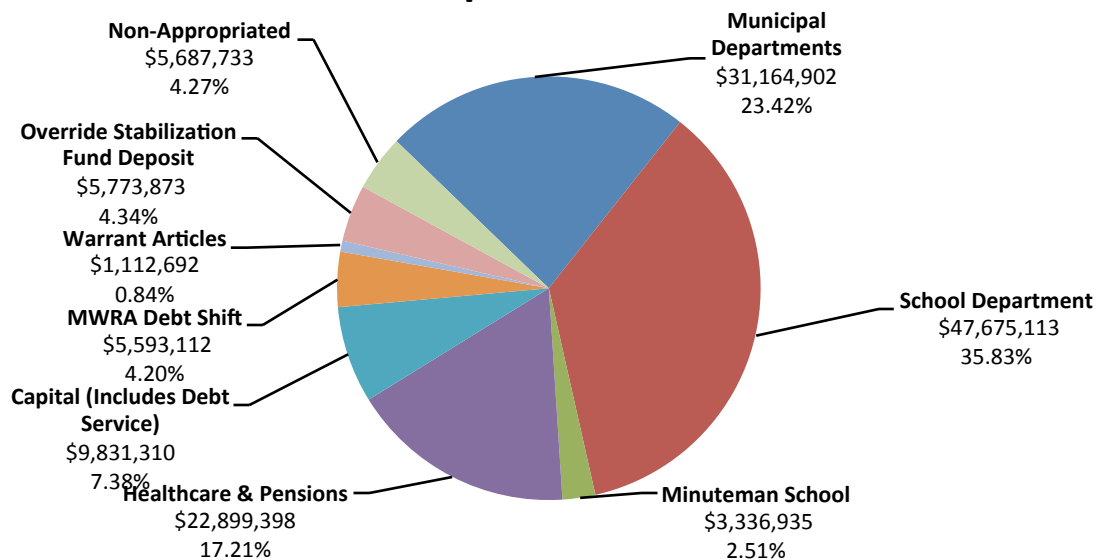
FISCAL YEAR 2014

Total \$133,075,068

Revenue



Expenditures



FINANCIAL MANAGEMENT SERVICES

Powers & Sullivan, LLC

Certified Public Accountants



100 Quannapowitt Parkway
Suite 101
Wakefield, MA 01880
T. 781-914-1700
F. 781-914-1701
www.powersandsullivan.com

Independent Auditor's Report

To the Board of Selectmen
Town of Arlington, Massachusetts

Report on the Financial Statements

We have audited the accompanying financial statements of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the Town of Arlington, Massachusetts as of and for the year ended June 30, 2013 (except for the Arlington Contributory Retirement System which is as of and for the year ended December 31, 2012), and the related notes to the financial statements, which collectively comprise the Town's basic financial statements as listed in the table of contents.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express opinions on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Opinions

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the Town of Arlington, Massachusetts, as of June 30, 2013 (except for the Arlington Contributory Retirement System which is as of and for the year ended December 31, 2012), and the respective

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changes in financial position and, where applicable, cash flows thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis and required supplementary information, as listed in the table of contents, be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Other Reporting Required by *Government Auditing Standards*

In accordance with *Government Auditing Standards*, we have also issued our report dated September 19, 2013, on our consideration of the Town of Arlington, Massachusetts' internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Town of Arlington, Massachusetts' internal control over financial reporting and compliance.



September 19, 2013

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Management's Discussion and Analysis

As management of the Town of Arlington, we offer readers of these financial statements this narrative overview and analysis of the financial activities for the fiscal year ended June 30, 2013. We encourage readers to consider the information presented in this report.

Overview of the Financial Statements

This discussion and analysis are intended to serve as an introduction to the Town of Arlington's basic financial statements. These basic financial statements are comprised of three components: 1) government-wide financial statements, 2) fund financial statements, and 3) notes to the financial statements. This report also contains other required supplementary information in addition to the basic financial statements.

Government-wide financial statements. The *government-wide financial statements* are designed to provide readers with a broad overview of finances, in a manner similar to private-sector business.

The *statement of net position* presents information on all assets and liabilities, and deferred inflows/outflows of resources, with the difference between them reported as *net position*. Over time, increases or decreases in net position may serve as a useful indicator of whether the Town's financial position is improving or deteriorating.

The *statement of activities* presents information showing how the government's net position changed during the most recent fiscal year. All changes in net position are reported as soon as the underlying event giving rise to the change occurs, *regardless of the timing of related cash flows*. Thus, revenues and expenses are reported in this statement for some items that will only result in cash flows in future fiscal periods (e.g., uncollected taxes and earned but unused vacation leave).

Both of the government-wide financial statements distinguish functions that are principally supported by taxes and intergovernmental revenues (*governmental activities*) from other functions that are intended to recover all or a significant portion of their costs through user fees and charges (*business-type activities*). The governmental activities include general government, public safety, education, public works, community development, human services, library, culture and recreation, and interest. The business-type activities include the activities of the water and sewer department, youth services, Council on Aging, Veterans' Rink and the recreation department.

Fund financial statements. A fund is a grouping of related accounts that is used to maintain control over resources that have been segregated for specific activities or objectives. Fund accounting is used to ensure and demonstrate compliance with finance-related legal requirements. All of the funds can be divided into three categories: governmental funds, proprietary funds, and fiduciary funds.

Governmental funds. *Governmental funds* are used to account for essentially the same functions reported as *governmental activities* in the government-wide financial statements. However, unlike the government-wide financial statements, governmental fund statements focus on *near-term inflows of spendable resources*, as well as on *balances of spendable resources* available at the end of the fiscal year. Such information may be useful in evaluating a government's near-term financing requirements.

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Because the focus of governmental funds is narrower than that of the government-wide financial statements, it is useful to compare the information presented for *governmental funds* with similar information presented for *governmental activities* in the government-wide financial statements. By doing so, readers may better understand the long-term impact of the government's near-term financing decisions. Both the governmental fund balance sheet and the governmental fund statement of revenues, expenditures, and changes in fund balances provide a reconciliation to facilitate this comparison between *governmental funds* and *governmental activities*.

The Town of Arlington adopts an annual appropriated budget for its general fund. A budgetary comparison schedule has been provided for the general fund to demonstrate compliance with this budget. The budgetary comparison schedule is reported following the notes to the basic financial statements as required supplementary information.

Proprietary funds. The Town maintains one type of proprietary fund. *Enterprise funds* are used to report the same functions presented as *business-type activities* in the government-wide financial statements. The Town uses enterprise funds to account for its water and sewer, youth services, Council on Aging, Veterans' Rink and recreation department activities.

Fiduciary funds. Fiduciary funds are used to account for resources held for the benefit of parties outside the government. Fiduciary funds are *not* reflected in the government-wide financial statement because the resources of those funds are *not* available to support the Town's own programs. The accounting used for fiduciary funds is much like that used for proprietary funds. The Town maintains three different fiduciary funds. The pension trust fund is used to account for resources held in trust for members of the Arlington Contributory Retirement System. The other postemployment benefit trust fund is used to account for resources held in trust to fund the Town's portion of health benefits for retirees and beneficiaries. The private purpose trust fund is used to account for resources held in trust which principle and investment income exclusively benefit individuals, private organizations, or other governments.

Notes to the basic financial statements. The notes provide additional information that is essential to a full understanding of the data provided in the government-wide and fund financial statements.

Government-wide Financial Analysis

As noted earlier, net position may serve over time as a useful indicator of a government's financial position. For governmental activities, assets and deferred outflows of resources exceeded liabilities and deferred inflows of resources by \$119.2 million at the close of fiscal year 2013.

The largest portion of the Town's net position, \$98 million (82%) reflects its investment in capital assets (e.g., land, buildings, machinery, and equipment), net of any related debt used to acquire those assets that are still outstanding. The Town uses these capital assets to provide services to citizens; consequently, these assets are *not* available for future spending. Although the investment in its capital assets is reported net of its related debt, it should be noted that the resources needed to repay this debt must be provided from other sources, since the capital assets themselves cannot be used to liquidate these liabilities.

An additional portion of net position \$14.4 million (12%) represents resources that are subject to external restrictions on how they may be used. The remaining balance of unrestricted net position \$6.9 million, (6%) may be used to meet the government's ongoing obligations to citizens and creditors.

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Governmental Activities

	Balance at June 30, 2013	Balance at June 30, 2012	Increase (Decrease)
Assets:			
Current assets.....	\$ 74,092,856	\$ 64,451,958	\$ 9,640,898
Noncurrent assets (excluding capital).....	11,062,362	13,524,499	(2,462,137)
Capital assets.....	139,096,036	125,087,655	14,008,381
Total assets.....	224,251,254	203,064,112	21,187,142
Liabilities:			
Current liabilities (excluding debt).....	14,344,285	11,169,076	3,175,209
Noncurrent liabilities (excluding debt).....	35,368,652	25,066,621	10,302,031
Current debt.....	9,895,843	12,670,664	(2,774,821)
Noncurrent debt.....	45,442,415	39,810,000	5,632,415
Total liabilities.....	105,051,195	88,716,361	16,334,834
Net Position:			
Net investment in capital assets.....	97,950,516	92,844,805	5,105,711
Restricted.....	14,380,013	12,466,608	1,913,405
Unrestricted.....	6,869,530	9,036,338	(2,166,808)
Total net position.....	\$ 119,200,059	\$ 114,347,751	\$ 4,852,308

At the end of the current fiscal year, the Town is able to report positive balances in all three categories of net position, both for the government as a whole, as well as for its separate governmental and business-type activities. The same situation held true for the prior fiscal year. Within the business-type activities, the Town reported a \$64,000 deficit balance for the youth services enterprise fund which is the result of recording a \$106,000 other postemployment benefits liability. The Veterans' Rink and recreation enterprise funds reported deficit unrestricted net positions of \$17,000 and \$81,000, respectively. These deficits can also be attributed to the liability recorded for other postemployment benefits.

The governmental activities net position increased by \$4.8 million during the current fiscal year. Increases in net position were partially derived from the recognition of MSBA capital grants for school improvements of approximately \$6 million, unspent proceeds from the sale of the fully depreciated Crosby school building of \$2.9 million, better than anticipated results in the general fund, and additional taxes raised for the Fiscal Stability fund to be used to offset future budgets. Offsetting these increases was an increase of \$10.2 million in the Town's other postemployment benefit obligation and a \$548,000 payment to the other postemployment benefits trust fund which is reported as a fiduciary fund and, accordingly, is not included in the government-wide financial statements.

The Town voted a tax override of \$6.5 million in fiscal year 2012 that resulted in an increase in real estate and personal property tax revenue above the usual 2 ½ % increase allowed by Massachusetts General Laws. The override was approved by voters to prevent otherwise projected decreases in municipal services. The Town has reserved a portion of the additional tax funds in fiscal years 2012 and 2013 to be used to stabilize future operating budgets and has approved additional transfers of unspent health insurance appropriations to add to this balance. As of June 30, 2013, approximately \$7.9 million is reserved for this purpose which is reported within the unrestricted net position.

The \$2.5 million decrease in noncurrent assets (excluding capital) is primarily due to the reduction in the intergovernmental receivable from the Massachusetts School Building Association, as school construction funds are received annually which are used to retire debt outstanding for school construction projects.

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The \$14 million increase in capital assets is mainly from the renovations to the Thompson school.

Governmental Activities

	<u>Fiscal Year 2013</u>	<u>Fiscal Year 2012</u>	<u>Increase (Decrease)</u>
Program revenues:			
Charges for services.....	\$ 10,668,650	\$ 12,681,923	\$ (2,013,273)
Operating grants and contributions.....	33,458,295	31,877,615	1,580,680
Capital grants and contributions.....	6,800,967	2,852,994	3,947,973
General revenues:			
Real estate and personal property taxes.....	97,180,236	94,167,638	3,012,598
Tax liens.....	510,933	459,150	51,783
Motor vehicle excise taxes.....	4,066,173	3,921,568	144,605
Hotel/motel tax.....	283,497	262,094	21,403
Meals tax.....	326,726	307,037	19,689
Penalties and interest on taxes.....	352,869	252,493	100,376
Nonrestricted grants and contributions.....	7,046,868	6,939,154	107,714
Unrestricted investment income.....	1,291,139	239,339	1,051,800
Gain on sale of capital assets.....	2,873,618	-	2,873,618
Miscellaneous revenues.....	14,419	13,973	446
Total revenues.....	<u>164,874,390</u>	<u>153,974,978</u>	<u>10,899,412</u>
Expenses:			
General government.....	10,813,564	10,355,512	458,052
Public safety.....	25,861,607	23,275,317	2,586,290
Education.....	90,812,950	80,540,822	10,272,128
Public works.....	12,993,064	11,598,855	1,394,209
Community and economic development.....	5,683,462	5,029,219	654,243
Human services.....	2,023,675	1,792,014	231,661
Library.....	3,375,967	3,352,988	22,979
Culture and recreation.....	795,686	652,529	143,157
Interest.....	1,802,643	1,361,552	441,091
Total expenses.....	<u>154,162,618</u>	<u>137,958,808</u>	<u>16,203,810</u>
Transfers.....	<u>(5,859,464)</u>	<u>(6,282,301)</u>	<u>422,837</u>
Change in net position.....	<u>\$ 4,852,308</u>	<u>\$ 9,733,869</u>	<u>\$ (4,881,561)</u>

The decrease in charges for services is primarily due to the Town's discontinuation of the charge for the all-day kindergarten program in fiscal year 2013. This program took in approximately \$1.4 million in fiscal year 2012. Also, building permits related to the redevelopment of the Symmes Property of approximately \$666,000 were collected in fiscal year 2012 resulting in a spike in this category of revenue for fiscal year 2012.

The increase in capital grants is primarily related to the MSBA reimbursements for a percentage of the construction costs on the Thompson school project. The gain on sale of capital assets represents the proceeds from the sale of the fully depreciated Crosby school building.

The increases in expenses represent both budgetary increases and an increase in the Town's liability for other postemployment benefits. The largest expense increase was in education. Of this \$10.3 million increase,

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\$5 million is a direct result of budgetary increases and approximately \$4 million represents increases in the allocation of pension and opeb expenses to this function.

Business-Type Activities

	<u>Balance at June 30, 2013</u>	<u>Balance at June 30, 2012</u>	<u>Increase (Decrease)</u>
Assets:			
Current assets.....	\$ 10,947,984	\$ 10,170,937	\$ 777,047
Capital assets.....	<u>22,029,278</u>	<u>20,471,906</u>	<u>1,557,372</u>
Total assets.....	<u>32,977,262</u>	<u>30,642,843</u>	<u>2,334,419</u>
Liabilities:			
Current liabilities (excluding debt).....	305,308	164,066	141,242
Noncurrent liabilities (excluding debt).....	996,272	720,199	276,073
Current debt.....	1,301,578	1,163,295	138,283
Noncurrent debt.....	<u>6,580,772</u>	<u>5,851,350</u>	<u>729,422</u>
Total liabilities.....	<u>9,183,930</u>	<u>7,898,910</u>	<u>1,285,020</u>
Net Position:			
Net investment in capital assets.....	14,827,000	14,543,666	283,334
Unrestricted.....	<u>8,966,332</u>	<u>8,200,267</u>	<u>766,065</u>
Total net position.....	<u>\$ 23,793,332</u>	<u>\$ 22,743,933</u>	<u>\$ 1,049,399</u>
	<u>Fiscal Year 2013</u>	<u>Fiscal Year 2012</u>	<u>Increase (Decrease)</u>
Program revenues:			
Charges for services.....	\$ 14,462,642	\$ 12,030,535	\$ 2,432,107
Operating grants and contributions.....	91,703	107,968	(16,265)
General revenues:			
Unrestricted investment income.....	<u>39,218</u>	<u>46,339</u>	<u>(7,121)</u>
Total revenues.....	<u>14,593,563</u>	<u>12,184,842</u>	<u>2,408,721</u>
Expenses:			
Water and Sewer.....	17,587,856	16,430,637	1,157,219
Youth Services.....	465,735	387,042	78,693
Council on Aging.....	121,014	100,544	20,470
Veterans' Rink.....	601,659	603,557	(1,898)
Recreation.....	<u>627,364</u>	<u>587,327</u>	<u>40,037</u>
Total expenses.....	<u>19,403,628</u>	<u>18,109,107</u>	<u>1,294,521</u>
Transfers.....	<u>5,859,464</u>	<u>6,282,301</u>	<u>(422,837)</u>
Change in net position.....	<u>\$ 1,049,399</u>	<u>\$ 358,036</u>	<u>\$ 691,363</u>

There was a net increase of \$1 million in net position reported in connection with the Town's business-type activities. Additionally, the water and sewer enterprise fund was subsidized by the general fund in fiscal year 2013 by approximately \$5.6 million to offset a portion of the costs associated with the repayment of debt to the Massachusetts Water Resources Authority. The increase in net position of \$1 million was related to the activity in

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the water and sewer enterprise fund which reported an increase in charges for services as a result of increased water usage. The increase in water and sewer expenses was primarily made up of the \$800,000 increase in the MWRA assessment. This assessment comprises 70% of the fund's expenses.

The increase in capital assets consists of the water and sewer enterprise fund's investment in water and sewer lines and water meters, totaling approximately \$2.1 million in fiscal year 2013, which was funded through available funds and \$174,000 in improvements in the Veterans' Rink enterprise fund.

Financial Analysis of the Government's Funds

As noted earlier, the Town uses fund accounting to ensure and demonstrate compliance with finance-related legal requirements.

Governmental funds. The focus of the Town's governmental funds is to provide information on near-term inflows, outflows, and balances of spendable resources. Such information is useful in assessing the Town's financing requirements. In particular, unassigned fund balance may serve as a useful measure of a government's net resources available for spending at the end of the fiscal year.

As of the end of the current fiscal year, governmental funds reported combined ending fund balances of \$54.4 million, an increase of \$4.4 million from the prior year.

The general fund reported a \$2.3 million increase in fund balance in the fund based financial statements. This includes the activity of the Town's stabilization funds and insurance trust funds which are reported within the general fund. The Town's stabilization funds totaled \$10.7 million at year end and reported an increase of \$3.6 million from fiscal year 2012, which was primarily the result of funds generated by the fiscal year 2012 tax override. The insurance trust funds reported a decrease of \$260,000, and the operating general fund accounted for the remaining \$995,000 decrease.

The Town's capital borrowing major fund had reported a fund balance of \$742,000, a decrease of \$4.2 million from the prior year. During fiscal year 2013, the Town recognized \$5.8 million in bond proceeds in this major fund which represents long-term borrowing used to finance various capital projects identified in the Town's capital improvement plan. Current expenditures in this fund totaled \$17.2 million and related mainly to improvements to the Thompson elementary school, the community safety building and fire stations. Capital expenditures have been partially funded through \$2.4 million in short-term BANs which are not recorded as funding sources on the fund based financial statements. Additionally, the Thompson school project costs are partially funded through the Massachusetts School Building Authority (MSBA). The fund reported \$6.8 million in MSBA reimbursements in fiscal year 2013.

There was a \$6.2 million increase in the nonmajor governmental funds, which reported \$21.0 million in revenues, \$20.4 million in expenditures, and \$5.6 million in other financing sources and uses. Of this increase, \$1.1 million was due to a premium on the sale of bonds, \$2.9 million was the gain on the sale of the Crosby School, \$1.1 million was from investment income in the permanent trust funds, and \$828,000 was from contributions to the Permanent Funds.

General Fund Budgetary Highlights

Changes between the original and final budget were primarily comprised of \$970,000 in additional appropriations from free cash for the school department and transfers between functional line items. The reserve fund and collective bargaining appropriations are initially budgeted under general government. The budget is adjusted as reserve fund transfers are voted by the finance committee or as collective bargaining settlements are made.

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In the final budget, the Town budgeted to use \$1.8 million of available reserves to balance the fiscal year 2013 budget. The reserves were from available funds “free cash” totaling \$1.6 million, and prior reserves released by the board of assessors “overlay surplus” totaling \$200,000. However, actual results from operations were better than anticipated as the Town collected approximately \$2.6 million more than budgeted and departments expended \$1.0 million less than budgeted.

By category, all actual revenues came in over budget. The largest revenue variance was from building permits classified within departmental and other revenues. Expenditures for employee benefits came in under budget by almost \$800,000, significantly contributing to the surplus. Expenditures exceeded the budget for snow and ice removal (public works) and for state and county assessments. The Town is allowed to overspend for snow and ice removal and to raise any unfunded deficit in the subsequent fiscal year. State assessments are withheld directly from state distributions to the Town.

Other Postemployment Benefits (OPEB)

In 2006 the Arlington Town Meeting formed the Other Postemployment Benefits Committee. The committee’s charge is to make recommendations on the potential funding mechanisms for the postemployment medical benefits unfunded liability as required in Statement No. 45 of the Governmental Accounting Standards Board, Accounting and Financial Reporting by Employers for Postemployment Benefits Other Than Pensions (GASB 45).

The Town began partially funding this liability in an internally created healthcare trust fund established by Chapter 12 of the Acts of 1998. Upon the implementation of GASB 45, the Town transferred the balance of the healthcare trust fund, as well as all new appropriations for the same purpose, into a newly created Other Postemployment Benefits (OPEB) Trust Fund, as established by Chapter 161 of the Acts of 2005, which is under the supervision and management of the Town’s contributory retirement board. The Town Treasurer is the custodian of the OPEB Trust Fund.

The Town began capturing revenues to fund the OPEB liability in 1997. At that time, the Town established a policy of appropriating the difference between the non-contributory pension appropriation and \$500,000 to the OPEB fund. The Town has subsequently appropriated Medicare Part D reimbursements, as well as certain increases in the share of retiree HMO contributions to be transferred to this fund.

An actuarial study determined that Arlington’s total Actuarial Accrued Liability as of January 1, 2012, at a 4.20% partially funded discount rate, totaled \$174.1 million. As of June 30, 2013, the Town has recognized a liability for other postemployment benefits totaling \$34.1 million. The increase in the liability is based on the difference between the Annual Required Contribution (ARC) of \$17.3 million and the Town’s actual contribution of \$6.8 million which was made through a combination of benefit payments and pre-fundings to the OPEB Trust Fund in the amounts of \$6.2 million and \$548,000, respectively. The assets set aside in trust for future benefits amounted to \$5.6 million at fiscal year-end.

The Town of Arlington is serious about addressing this liability within its financial ability and the OPEB Committee will continue to monitor this liability and explore possible additional funding sources.

Capital Asset and Debt Administration

The Town Manager is responsible for submitting a five-year capital-planning program for all departments to the Board of Selectmen each year. The Capital Planning Committee was created to advise and make recommendations regarding the Capital Plan. Annually the first year of the Capital Plan is submitted to the Town Meeting as the Capital Budget for appropriation. The Capital Plan is reviewed and revised each year to make changes in priorities and to add an additional year to the planning process.

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The goal of the Capital Planning Program is to provide a means of planning for the maintenance and/or improvement of the capital assets and infrastructure of the Town of Arlington. To that end, the policy is that approximately 5% of the projected revenue of the Town is dedicated to capital expenditures including prior and future debt issuances. For the fiscal year 2014 budget, this allowed for an annual cash expenditure of \$1.45 million and a new borrowing of \$3.58 million. The Town's outstanding long-term debt related to the general government, as of June 30, 2013, was \$52 million for various CIP related projects.

The maintenance of the infrastructure and the capital assets of the Town are of vital importance to the delivery of the quality services that the Town has been known for. To this end, the Capital Planning Committee is dedicated to accomplishing the following objectives:

- To review, plan, and coordinate capital improvements so as to promote a systematic, organized replacement and acquisition schedule.
- To insure that, given limited resources, the capital needs of the community are met.
- To present a sound financial package so as to stabilize and level out the debt of the Town. It should assure timely planning for the most economical method of financing capital improvements.
- To insure wider community participation in the planning of projects and to reduce the pressure to fund a project which may not present as great a need as another project.
- To promote a more effective administration and coordination of capital projects to reduce scheduling problems, and conflicting or overlapping projects not only among local departments but also among other local and state agencies and private enterprises such as the gas and electric companies.

In reviewing the requests of the operating departments the committee uses the following criteria for evaluation:

- Imminent threat to the health and safety of citizens/property.
- Maintenance of operations/necessary expenditure. This does not include ordinary maintenance but rather maintaining a current service level through improvement of a capital asset. These may be major expenditures that will avoid costly replacement in the future.
- Requirement of State or Federal Law/regulation.
- Improvement of infrastructure.
- Improvement of productivity.
- Alleviation of an overtaxed/overburdened situation.

The relationship of the project to other Town projects and needs is also considered in the review and prioritization.

The Town is a member of the Massachusetts Water Resources Authority (MWRA), which assesses member communities annually for their proportionate share of the MWRA's debt service. The Town has also adopted Chapter 59 Section 21C Paragraph N of the Massachusetts General Law, which allows for the shifting of the debt service for water and sewer to the tax rate above the limits of Proposition 2 ½. The Town shifted \$5,593,112 million in fiscal year 2013 from the MWRA assessment to the property taxes. During fiscal year 2013, the Town issued an additional \$1.2 million in MWRA sewer bonds.

The Town has voted to cap the amount of future MWRA debt that will be shifted to the tax rate at \$5,593,112 million and correspondingly increase water rates.

The Town of Arlington opened the newly constructed Thompson Elementary School in August of 2013. The final cost of construction and equipment was approximately \$20 million, 50.42% of which will be paid by the Massachusetts School Building Authority. This represents the last of the seven elementary schools of which six were fully renovated or rebuilt and one was partially renovated during the past decade.

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The construction of apartments and condominiums at the Symmes Hospital site is expected to be complete by the winter of 2014.

The Town is expected to complete Phase 2 of the Community Safety Building renovation in October of 2013. The approximate cost of Phase 2 was \$2.7 million. The final phases of the Community Safety Building project are expected to be completed in the next five years.

During FY 2014, the Town will begin and complete design and engineering for the renovation of the Central Fire Station. The construction is scheduled to begin in July 2014 and the expected cost is \$5.5 million. This will complete the renovation of each of the Town's three fire stations.

Please refer to the notes to the financial statements for further discussion of the major capital and debt activity.

Requests for Information

This financial report is designed to provide a general overview of the Town of Arlington's finances for all those with an interest in the government's finances. Questions concerning any of the information provided in this report or requests for additional financial information should be addressed to the Office of the Comptroller, 869 Massachusetts Avenue, Arlington, Massachusetts 02476.

PUBLIC WORKS

DEPARTMENT OF PUBLIC WORKS

The Arlington Department of Public Works (DPW) is comprised of eight divisions: Administration, Engineering, Highway, Water/Sewer, Motor Equipment Repair, Properties, Natural Resources, and Cemeteries. With a staff of 115, it is the goal of the Department to provide residents, boards, commissions, and other Town departments with superior Public Works services and support.

Administration

The Administration Division provides the following services: financial (including budget preparation and administration), invoice payment, invoice billings, grant management, and water/sewer reading - billing, personnel and payroll management, customer service, contract administration, oversight of contracted solid waste/recycling and hazardous waste collection services, supervision of contracted custodial services, and oversight of contracted streetlight maintenance on public ways and parking lots.

Solid Waste Collection

The Town is contracted with waste hauler, JRM Hauling and Recycling. This new contract completed a two-year long process of analyzing our needs and ultimately selecting a vendor who best meets those needs. With JRM as our contractor the Town is able to provide weekly curbside and dumpster collection of solid waste and bulky items from residential and business locations. We were able to expand our services to include weekly collection of recyclables and yard waste. Solid waste is also collected from the following municipal locations: Town Hall and eight other municipal buildings, Community Safety, three fire stations, two libraries, nine public schools, over twenty municipal parks, and approximately fifty public trash barrels. The bulky item collection program collects large items like couches, tables, and sinks.

The Town also provides contracted dumpster trash collection at schools, municipal buildings, non-profit organizations, apartment complexes, and condominium complexes.

Recycling

With the advent of weekly mandatory recycling the Department has seen reduction in the solid waste tonnage and an increase in the amount of materials recycled. The shift in the amount of materials recycled translates to savings for all residents.

Twice a year the Department holds a recycling event in conjunction with the Recycling Committee at the DPW facility on Grove Street. The first year of this program was 2003 when the Department gave out recycling bins as part of America Recycles Week in No-

vember. Since that time the event has grown into a twice-yearly event at which the Department collects clothing, shoes and sneakers, used toys, books, DVD's and CD's, bicycles, and scrap metal. Additionally, a company is available to shred documents. The Board of Health also comes to the event and collects medical waste items know as sharps (needles, syringes, and lancets). At each event the DPW also collects TVs and CRTs for a fee.

The Department maintains a free voluntary drop-off program for electronic waste. This resulted in 28 tons of waste diverted and recycled.

Yard Waste Collection

JRM collects yard waste curbside on the expanded weekly schedule from early April to the end of November. Leaves and grass clippings can be placed curbside in barrels with a yard waste identification sticker or in compostable 30-gallon paper bags. Branches up to 1" in diameter can be placed curbside if cut into 3 foot lengths and tied into 30 pound maximum bundles. Additional recycling information can be found online at arlingtonma.gov/recycle.

Household Hazardous Waste Collection

2013 marked the sixteenth year of Arlington's membership in the regional household hazardous waste collection facility at 60 Hartwell Avenue in Lexington. Eight monthly collection days were held from April through November. The program continues to collect large quantities of hazardous materials including pesticides, chemicals, used motor oil, antifreeze, and household cleaning products.

Recycling, Solid Waste, and Hazardous Waste Statistics (in tons unless specified)*		
Materials	FY2012	FY2013
Solid Waste	14,214	12,602
Commingled (paper/glass/plastic/metal)	4,652	5,257
Yard Waste	2,381	3,986
TV/CRT's	2,317 (units)	2,211 (units)
Appliances	140 (units)	423 (units)

Accomplishments

- Hired new Energy Manager.
- Completed majority of LED streetlight changeover.
- Completed DPW facility building light efficiency project.
- Prepared application for FEMA reimbursement resulting from February blizzard.

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- Prepared application for reimbursement for expenses resulting from microburst in East Arlington.
- Prepared application for reimbursement for expenses resulting from fuel truck spill on Mystic Valley Parkway.
- Oversaw contracted aquatic weed harvesting/treatment at Spy Pond and the Arlington Reservoir.

Engineering Division

The Engineering Division continues to provide a wide variety of support services to other DPW divisions, various Town departments, commissions, contractors, public utilities, and to the general public. The Engineering Division works closely with the Highway and Water and Sewer Division upgrading and improving the infrastructure of the Town by providing surveys, engineering design, construction plans, field layouts, and field inspection services. The Engineering Division also provides technical design and specification for municipal infrastructure improvements, oversees contracted maintenance of the Town's traffic signals, reviews and makes recommendations on the impacts of planned private construction projects, reviews and provides regulation on proposed private way projects and improvements.

Accomplishments

- Provided technical support to several projects of the Transportation Advisory Committee (TAC).
- Monitored, coordinated, and completed the following projects: Arlington High School (AHS) athletic practice field rehabilitation, AHS culvert rehabilitation, Downing Square intersection improvement project.
- Monitored and coordinated the ongoing project of water line rehabilitation at Mt. Pleasant Cemetery.
- Reviewed, updated, and maintained procedures for managing utility trench repairs, street permitting, approved contractor licensing, and tracking of necessary repairs.
- Continued to develop a Town-wide inventory of sidewalk ramps and locations where sidewalk ramps are needed.
- Oversaw and coordinated development of a 10-year capital improvement plan for water distribution system.
- Oversaw the development of specifications, contracts, and construction for the 2013 Capital Improvement projects including: handicap ramp program (\$190,000), roadway resurfacing improvements (\$1,500,000), sewer rehabilitation services (\$1,000,000),

water rehabilitation (\$950,000), Arlington High School culvert rehabilitation (\$400,000), Arlington High School practice athletic field rehabilitation (\$100,000), collaborate with EPA to implement a pilot project to promote the Soak Up the Rain Program.

- Increased communication and outreach to residents and abutters for major construction projects including email notices, flyer notifications, web alerts, vehicle message board, and project web updates.
- Oversaw construction administration services, design services, and investigation of the Sanitary Sewer Inflow and Infiltration Improvement Program.
- Updated EPA NPDES MS4 permit, Arlington Reservoir Dam and Emergency Action Plan, MWRA Municipal Discharge Permit.



Highway Division

The Highway Division of the Public Works Department maintains 102 miles of roads, 175 miles of sidewalks, 175 miles of curbing, eight parking lots; along with numerous guardrails, stairs, walls, and fences. The Division oversees solid waste services including trash/recycling collections, bulky items collection/disposal, waste fill disposal, and hazardous waste programs. The division also performs street sweeping services and maintains traffic lines, signs, and drainage systems (culverts, pipes, manholes, catch basins and drain channels).

Street Sweeping – The Town is typically swept two times annually (spring and fall). Sweeping on main streets done weekly (twenty-eight times).

Snow and Ice Control – There were eighteen snow and ice events.

- Private contractors used for seven events.
- 64 inches total snow for season.

Performance Measurements

- Repaired or replaced 74 catch basins.
- Cleaned over 610 catch basins.
- Removed and installed 5,107 l.f. concrete sidewalk.
- Removed and installed 2,570 l.f. asphalt sidewalk.

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Special Projects

- Oversaw snow removal operation from Massachusetts Avenue after February blizzard.
- Placed 150 sand barrels Town wide for winter season.
- Assisted with rain garden construction at Hardy School.
- Performed excavation work to find faulty wiring buried at Menotomy Rocks Park.
- Regraded parking lot at Reservoir Beach.
- Constructed 24' x 24' stage for Town Day event.
- Delivered tax bills to post office for Treasurer's Office.
- Assisted with DPW Community Collection Days.
- Assisted with response to fuel truck spill on Mystic Valley Parkway.

Water/Sewer Division

The Water and Sewer Division continues to maintain 135 miles of water mains, 127 miles of sewer mains, 9 Sewer Lift Stations, and numerous hydrants, valves, and service connections/shut offs. Additionally, the Division reads usage meters and prepares bi-annual bills on just under 13,000 accounts.

Performance Measurements

- Worked with the Fire Department to perform annual fire hydrant inspections.
- Replaced 49 hydrants.
- Replaced 336 water meters.
- Worked with Highway Division on annual basin cleaning project.
- Operated and maintained the Town's nine lift stations.
- Provided water use data to the Town Treasurer for billing.
- Repaired water main leaks at 36 locations.

- Repaired water service lines at 68 locations.
- Flushed over 187 locations to clear blockages from sewer mains and services.
- Sampled 14 locations weekly for water quality.
- Provided over 302 mark outs for underground excavation work.
- Completed a study to review the current billing structure in an attempt to more equitably charge for water and sewer service.
- Provided emergency response crew 24/7 successfully.

Motor Equipment Repair Division

The Motor Equipment Repair Division continues to maintain 105 over-the-road vehicles including three front end loaders, five backhoes, one mini-excavator, two tractors, nine heavy-duty dump trucks, nine small dump trucks, twenty-two pickup trucks, six utility body trucks, ten snow fighters, nine school buses, two street sweepers, two sewer flushing trucks, one rubbish packer, one compressor truck, one generator truck, two welding trucks, six sedans, three vans, one heavy-duty crane, one rack body, one small, multi-use tractor, and one flat bed.

Performance Measurements

- Provided staff to Community Safety repair shop as needed.
- Replaced vehicles and equipment: replaced two supervisor vehicles with more fuel efficient mid-sized SUVs (existing vehicles were at end of life), replaced Water Department vacuum truck, replaced a truck mounted compressor with a trailer mounted unit, replaced 1 ton dump with plow.
- Maintained snow and ice vehicles during events.



February blizzard snow removal operations on Mass. Ave.

PUBLIC WORKS

Properties Division

The Properties Division provides the Town with quality custodial services, maintenance, and improvements to its public buildings and facilities. The Division is responsible for the maintenance of forty individual public buildings listed in the table below.

Public Buildings (40) maintained by the Arlington Properties Division	
Arlington Schools	Central Services
Arlington High School	Town Hall
Athletic Field Snack Shack	Town Hall Annex
Ottoson Middle School	Public Works
Peirce Elementary School	Administration Hall
Dallin Elementary School	Director/Engineering/Inspection
Brackett Elementary School	Snow Fighting Garage
Bishop Elementary School	Maintenance Garage
Hardy Elementary School	Large Salt Shed
Thompson Elementary School	Small Salt Shed
Stratton Elementary School	Dog Pound
Non-Public Schools	Cemetery Chapel
Gibbs (Private Use)	Cemetery Garage
Crosby (Dearborn Academy)	Reservoir Pump house
Parmenter (Private Use)	Library
	Robbins Library
	Fox Library
Public Safety	Miscellaneous
Community Safety Building	Robbins House
Central Fire Station (Headquarters)	Robbins Cottage
Park Circle Fire Station	Jarvis House (Legal Department)
Highland Fire Station	Jefferson Cutter House
Recreation	Mount Gilboa
Recreation Ice Rink	23 Maple Street (Senior Ctr.)
Spy Pond Fieldhouse	27 Maple Street (House)
Bath House	

Performance Measurements

- Responded to over 1,500 Town and School work order requests.
- Replaced the balusters over the High School front entrance.
- Coordinated the exterior painting at the Bishop and Stratton Schools.
- Oversaw improvements to the Library including repairs to the roof and replacement of the boiler with a high efficiency unit.
- Oversaw improvements to the High School including repairs to the Administrative Offices' HVAC system.
- Completed a moisture-proofing/mold remediation project at the Bishop School.
- Coordinated the move into the new con-

structed Thompson School for all staff.

- Coordinated seasonal help with painting the Hardy, Pierce, and Ottoson Schools.
- Performed Town-wide painting.
- Provided assistance to numerous Town Departments for building maintenance.

Cemeteries Division

The Cemeteries Division maintains the sixty-two acre Mt. Pleasant Cemetery and the Old Burying Grounds. Lawn mowing, raking, and tree trimming are done by contracted services. Maintenance of grave-stones, tombs, walls, fences, roadways, trees, and the Chapel continues to be provided by the remaining four staff members.

Mount Pleasant Cemetery is expected to run out of spaces for new gravesites within the next five years and planning for future interments is a major priority. The Cemetery is currently planning for green cremain burials. Chapel improvements for increased functionality are being explored.

Mount Pleasant Cemetery Revenues in 2013	Number	Revenues Invoiced
New Earth Grave Site Sales	35	\$ 73,000
New Urn Grave Sales	2	\$ 700
Perpetual Care Sales	37	\$ 18,500
Grave Site Buy-backs	1	\$ (1,200)
Earth Burials	163	\$ 163,000
Cremain Burials	65	\$ 19,350
Public lot	0	\$ 0
Non-Resident Burials	105	\$ 52,500
Overtime, Holiday Surcharges	29	\$ 20,800
Mock Burial	3	\$ 400
Foundation Charge	36	\$ 7,200
Disinterments	0	\$ 0
Veteran Graves – earth/urn	4	\$ 1,700
Recording Fee	3	\$ 300
Chapel Use, Misc.	0	\$ 0
Total Gross Revenues		\$ 356,250

Performance Measurements

- Upgraded the Cemetery Mapping system to GIS.
- Continued the 4 step turf maintenance program that was put in place.
- Performed 183 total interments.
- Continued program of cleaning old stones and monuments in Mt. Pleasant Cemetery
- Began design development of columbarium project.

PUBLIC WORKS

Natural Resources Division

The Natural Resources Division consists of the Forestry and Parks sections and is responsible for the proper management, care, and maintenance of Arlington's more than 19,000 public trees.



Mentomy Rocks Park

Forestry

During the year the Division maintains the trees along the Minuteman Trail that runs from the Cambridge line to the Lexington line. The Division is responsible for the execution of the holiday lights program. The Division cleans and maintains traffic islands around Town. On Massachusetts Avenue the Division takes care of the banners. Staff of the division maintains the extensive grounds between the Town Hall and the Robbins Memorial Library.

Performance Measurements

- Maintained approximately 19,000 shade trees Town wide.
- With the help of the Tree Committee, planted 139 trees.
- Installed approximately 2,000 holiday lights.
- Maintained "Tree City USA" designation from the National Arbor Day foundation.

Park Maintenance

The Division maintains thirty parks, twenty-six playgrounds, nineteen athletic field infrastructure open spaces, and public lands including: the Reservoir forested trails and beach facility, North Union Spray Pool, the Town Hall Gardens, the Donald R. Marquis/Minuteman Trail, Broadway Plaza, the Robbins House gardens, and twenty-one traffic islands.

Performance Measurements

- Implemented improved field turf maintenance schedules.
- Continue to put a priority on prompt graffiti removal.

Recognitions

In conclusion we would like to extend heartfelt thanks to our dedicated Public Works employees who keep our roads repaired and plowed, water flowing, our sewers running, our trash picked up, and our parks attractive. Their efforts are an important part of the high quality of life that we enjoy in our community.



Spy Pond in Spring

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POLICE DEPARTMENT

Department Overview

The Arlington Police Department (APD) continued to evolve to meet the changing needs of our community during 2013. We continue to improve community partnerships, intelligence led policing initiatives, and refining training to maximize the effectiveness of our organization, all the while continuing our commitment to ensure the safety of all members of our community. In 2013 the APD implemented new technologies to improve service delivery in an effort to meet the demands of the citizens of Arlington. The Department operates under a community policing philosophy that encourages citizen participation in solving problems of crime, fear of crime, and quality of life issues.

The Department is segmented into three distinct functions: operations, investigations, and support services. The command staff assists Chief Frederick Ryan in the management, administration, and strategic planning for the Department. The Department maintains three divisions: The Community Services Division led by Captain James Curran, the Investigative Services and Professional Standards Division led by Captain Richard Flynn, and the Support Services and Logistics Division led by Captain Juliann Flaherty.

The Community Services Division is responsible for uniformed patrol operations. This Division is tasked with effectively deploying all uniformed patrol personnel, including the Patrol Division, Community Services Officer, Traffic Unit, Canine Unit, Bicycle Unit, and Animal Control. The Patrol Division's primary responsibility is to provide quality uniformed law enforcement services to the community. Not only does the Patrol Division answer calls for service to the community but it also performs other specific assignments. These assignments include wide-ranging quality of life issues in Arlington. These proactive assignments vary between enforcing traffic and parking laws, preserving the peace, protecting life and property, school safety, special event planning and grants coordination. Through the Crime Analysis Unit, we continue to track crime trends and patterns in the community. This is now resulting in patrol officers being deployed to specific locations to maximize police resources.

The Investigative Services & Professional Standards Division administers the Criminal Investigation Bureau (CIB) and the Professional Standards/Accreditation Office. The CIB is responsible for the follow up investigation of all crimes, the sex offender registry, police prosecutions at district and juvenile court, the School Resource Officer, drug task forces, family services, and code enforcement. The Professional Standards/Accreditation Office is tasked with developing policies and procedures, working to maintain State Accreditation and Certification, investigating citizen complaints, and

proactively addressing issues of professional standards and accountability within the Department.

The Support Services Division is responsible for providing logistical support to all work units in the Department as well as overseeing the administrative functions. The Division is responsible for training, new officer recruitment and hiring, information systems management, firearm/hackney licensing, police scheduling, departmental fleet, building maintenance, issuance of departmental records, and E-911 dispatch functions.

As in all departments in Arlington, the APD is challenged to achieve our mission with extremely limited resources. The Department has historically been under funded and has been unable to proactively staff assignments to meet the needs of the community. As a result, it may necessitate a reassignment of and probable reduction in services provided by the Department. These reductions have already been realized in the Criminal Investigation Bureau, Traffic Unit and Patrol Division. These reductions will not deter the Department from its core mission of providing quality policing to the citizens of Arlington.

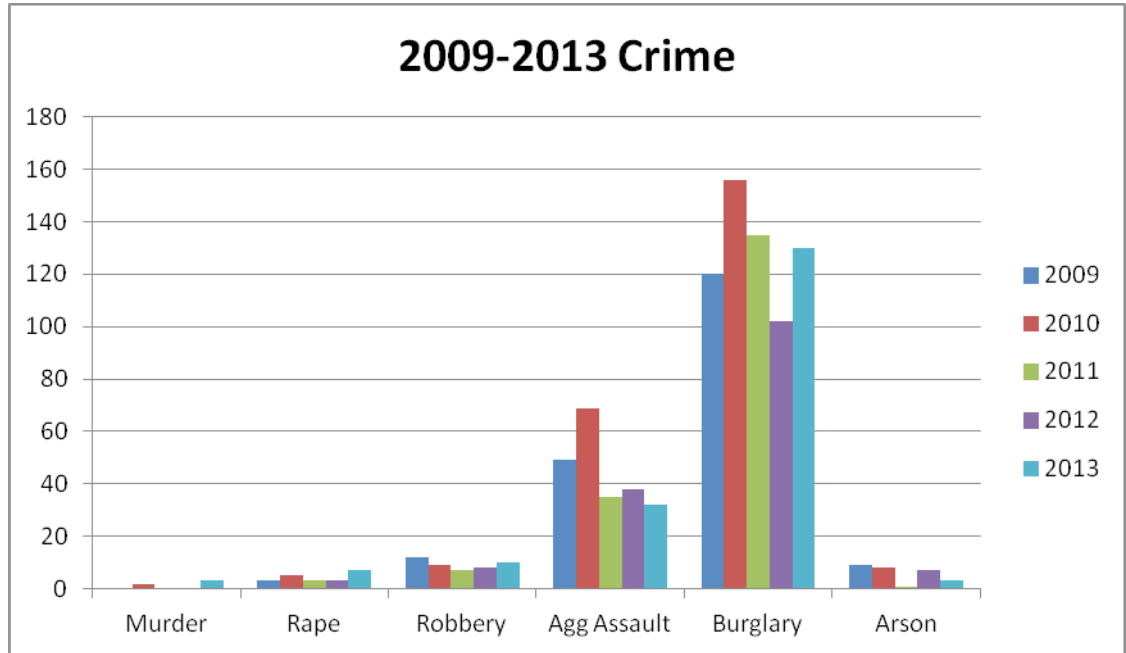


Crime

The Department collects incident information using a system called the National Incident-Based Reporting System or NIBRS. NIBRS is an improvement on the summary based system known as the Uniform Crime Reporting Program, or UCR. Since 1930 the FBI has administered the UCR Program using statistics supplied by law enforcement agencies across the country. At the present time, the FBI is encouraging law enforcement agencies to transition to NIBRS because it provides a more accurate reflection of crime in a given community.

The following is a summary of Part "A" Crimes in Arlington in 2013. Part "A" Crimes are crimes designat-

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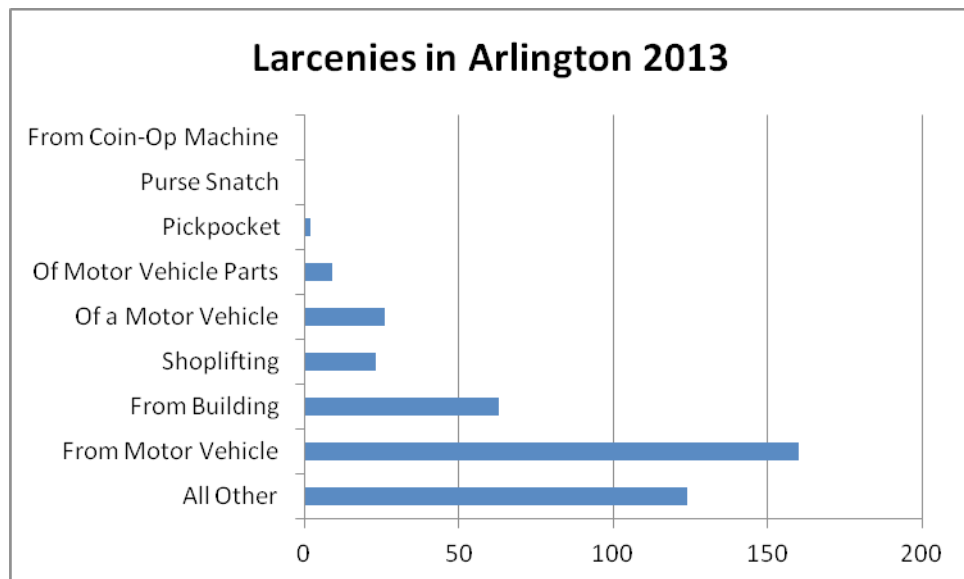


ed by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community, they include: murder/ manslaughter, rape (and attempted rape), robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2013 there were a total of 592 Part “A” Crimes reported in Arlington, up 2% from 580 Part “A” Crimes in 2012.

There were three murders in Arlington in 2013. There were seven reported rapes, which are four more than last year. Arlington had ten robberies, two more than last year. Of the ten robberies committed, suspects were armed in eight incidents and unarmed in two in-

idents. Arlington experienced thirty-five aggravated assaults; twenty-one involved weapons and seventeen involved domestic violence. Of the incidents involving weapons, six involved a cutting instrument, one involved a shod foot, one involved a motor vehicle and the rest involved various blunt objects. Arlington had 130 reported burglaries in 2013, twenty-eight more than last year. There were twenty-six motor vehicles stolen, an increase of fifteen from 2012. There were three reported arsons, four less incidents than reported in 2012. In 2013, there were 407 reported larcenies, which is a decrease of fifteen incidents from 2012.

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Calls for Service

The Police Department logged 32,101 calls for service. Officers filed 3,475 incident reports as compared to 3,488 in 2012. In 2013, 239 people were arrested, an increase of thirty. Twenty-three people were taken into protective custody. Protective custody is a statute that allows police officers to take into custody a person who, due to ingestion of alcohol is incapacitated or a danger to himself or others. Although authority gives the police the option of taking a person to his residence or a treatment facility, the police station is often the most viable option. In 2013, 3,834 motor vehicle citations and 15,169 parking tickets were issued. The Department continues increased traffic and parking education and enforcement to meet the growing concerns of citizens. Traffic issues continue to be one of the greatest areas of complaints to the Department. Currently, the Traffic Unit is understaffed and with the increased demand in investigative and administrative functions of the Traffic Unit, overall productivity has decreased.

Calls for Service	2010	2011	2012	2013
Emergency Calls	26,732	27,483	30,168	32,101
Police Reports	3,810	3,638	3,488	3,475
Arrests	293	226	209	239
Protective Custody	22	15	35	23
Summons	181	192	183	192
Motor Vehicle Citations	3,567	4,049	3,914	3,817

Community Services

Patrol

The Community Services (Patrol) Division responded to 32,101 calls for service during 2013. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 1,208 alarms (residential, business and municipal), 568 disturbance calls, 567 reports of suspicious activity, 156 traffic complaints and 468 animal control calls. The Community Service Division also investigated 279 reports of missing persons.

Traffic Unit

During 2013 the Police Department responded to a total of 825 motor vehicle crashes. That represents an overall increase of 13% from the 730 crashes responded to in 2012. Of that number, 151 were hit and runs (+49%), 589 were crashes without injuries (+10) and 85 were crashes with injuries (+11). This data includes one pedestrian fatality; the first in Arlington since 2002.

Over 2,000 motor vehicles were stopped by the Department. This resulted in citations being issued for more than 1,800 violations. The most common of these being speeding and red light or stop sign violations.

The Traffic Unit continues to work closely with the Town's Transportation Advisory Committee (TAC) and the Department of Public Works to ensure that all safety initiatives recommended and adopted by the Board of Selectmen are implemented. Larger projects with TAC for the year included participating in the ongoing discussions and meetings for the transportation portion of the Town's Master Plan Survey as well as the beginning of a comprehensive study on parking issues in and around Arlington Center.

The Traffic Unit worked with the Town Engineer and the Arlington Bicycle Advisory Committee (ABAC) to help develop a template for how future pavement markings will accommodate safe bicycle travel.

The Traffic Unit also combined efforts with the Police Details and Licensing Sergeant and the Town Engineer to develop work zone safety requirements. This would require the submission and the review of a traffic safety and management plan as part of the approval process to receive a work permit. The Details and Licensing Sergeant was nominated for an award from AAA of Southern New England for his efforts in work zone safety and received a citation naming him a "Traffic Safety Hero" at an awards ceremony in December 2013.

The Traffic Unit applied for and was awarded a \$5,000 grant from the Executive Office of Public Safety and Security in an effort to increase bicycle and pedestrian safety. Grant money was used to produce and distribute bicycle safety brochures across the Town. Funds were also used to add extra patrols a various bicycle complaint locations and provide both education and enforcement in these areas.

During the year the Traffic Unit participated in other initiatives funded by the Executive Office of Public Safety and Security including their "Drive Sober or Get Pulled Over" crackdown to stop impaired drivers and the "Click it or Ticket" initiative to improve seat belt compliance in motor vehicles. These enforcement efforts included saturated patrols where officers were aggressively looking for violations. A member of the Traffic Unit was directly asked by AAA of Southern New England to attend and deliver testimony at a Senate hearing in support of enacting a primary seatbelt law.

Community Policing

The Arlington Police Department is committed to the philosophy of community policing. Community Policing is a philosophy that every officer in the Department embraces. The concept of partnering with the community to solve problems of crime, fear of crime, and quality of life issues has been institutionalized in the Department. During 2013 the Department continued to offer a

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number of community policing programs to the public, designed to provide citizens with tools, information, and skills useful in solving those problems.

In 2008 the Department attained its strategic goal of assigning a full-time police officer to the Community Services Unit (CSU), advancing the Department's community policing philosophy, expanding and creating new programs in the community, and creating a Town-wide neighborhood network. In continuing with community partnerships, the Department, Recreation Department and Arlington Youth Health and Safety Coalition, and Health and Human Services collaborated on the fifth annual summer camp for Arlington children in July. Over 120 children from Arlington participated in the program. The camp was a fun-filled week of courses consisting of field trips; safety classes, games and educational seminars geared towards children ages 6 to 11. Also, the Arlington Police Department teamed with the Middlesex County Sheriff's office in providing another free summer camp for Arlington children at the Sheriff's training academy in Billerica. Arlington Officers along with Deputy Sheriffs and camp counselors provided a fun-filled week of activities.

Establishing trusting relationships with the youth in our community has long been a goal of the Department's community policing efforts. The Department operates a substation in Menotomy Manor which allows our officers to better serve our community. In 2013 the Department teamed up with Housing Authority to host our 6th annual National Night Out event at the Manor. This event provides the opportunity for positive interaction between police and Arlington youth, with the goal of a safer community. The Department continues to build on its current partnership with the Arlington Housing Authority.

In 2013 the Community Services Unit continued to work with the Council on Aging by providing identity theft and other safety information to the senior population. CSU has held several neighborhood meetings for residents from different areas of town with regards to the Quality of life issues and concerns.

In 2013 an Arlington Police officer joined the FBI Violence Crimes Against Children Task Force. The purpose of this partnership is to have a local officer who can assist the FBI in providing a rapid, proactive and intelligence driven investigative response to the sexual victimization of children and other crimes against children within the FBI's jurisdiction.

Canine

In 2013 the Departments K9 Unit responded to over 50 calls for service. The K9 Unit consists of Officer Michael Hogan and K9 Dasty. The K9 Unit was responsible for nine narcotic and evidence recovery incidents. The K9 Unit assisted the following towns and cities: Cambridge, Belmont, Somerville, Lexington, Belmont & Watertown. In addition, K9 Dasty also worked with

the Middlesex Drug Task Force, the Cambridge Police Narcotics Unit, the Southern Middlesex Regional Task Force and the United States Drug Enforcement Task Force. The K9 Unit was responsible for recovering 9 pounds of Marijuana and \$57,000 in U.S. currency. In addition, the K9 Unit continues to prevent the presence drugs in our school systems by conducting school locker searches.

In May K9 Dasty competed in The United States Police Canine Association Region #9 Drug Certification Competition. Out of 38 K9 teams, K9 Dasty finished in first place. The K9 Unit participates in NEMLEC RRT and SWAT, and they had a busy year responding to multiple NEMLEC call outs. The K9 Unit was assigned to the Presidential Security Detail in Boston after the marathon bombings and also assisted in the search for the marathon bombers in Watertown. In addition, the K9 Unit assisted NEMLEC with security at the Red Sox World Series game in October and then again in November for the World Series Parade.

K9 Dasty will continue to train with Officer Hogan in the upcoming year to make sure that the K9 program has continued success in 2014.

Animal Control

The Animal Control Officer/Animal Inspector enforces all Town bylaws and State general laws relative to control and care of animals. The Department investigates reports of animal cruelty, facilitates conflict resolution pertaining to animal complaints, investigates animal bites, quarantines animals that have bitten or have been bitten by an unknown source, provides education and assistance with domestic and wild animals to residents and the schools. The Department responded to 468 animal complaints, 153 deceased animal calls, issued twenty-four citations, responded to fifty-three lost pet calls and reunited forty-eight with their rightful owners. The Department acting in its' Animal Inspector capacity issued sixty-three quarantines and inspected eight barns. The Town issued 1,808 dog licenses in 2013, an increase of twenty-eight licenses from 2012. The Animal Control Officer is an active member of the Metro-West Animal Control Officer Consortium, Association of Animal Control Officers of Massachusetts, and the National Animal Control Association.



Animal Control Officer Amanda Kennedy at a Dog Park Etiquette workshop

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Support Services

The Arlington Police Licensing Office processed 410 firearm applications and renewals and 79 hackney licenses. The Department hosted the first Traffic Zone Safety Workshop and Meeting which was attended by over 70 Massachusetts Police Departments.

APD partnered with local groups and held the first Arlington Resident Gun Buy Back Event in September. The event yielded over 80 firearms, which were turned over to the Middlesex County Sheriff's Office for destruction. The Department continued to partner with The Middlesex County Sheriff's Office to provide officers with state of the art firearm and simulation training through real life exercises. Seven Arlington police officers attended PTO (Police Training Officer) training. The officers then developed a 13-week training program in which five new Arlington Police Officers successfully completed. The Department continued The Arlington Police Leadership Development Program and held Leadership Trainings throughout the year that were attended by all members of the Department.



Guns turned into the Department by residents during the Gun Buy Back Event

Criminal Investigation Bureau

The Criminal Investigation Bureau remained busy and productive in 2013. In February the Arlington Police, along with the Middlesex District Attorneys' Office, initiated an investigation into allegations of sexual abuse by a former employee of the Boys and Girls. This culminated in the arrest and indictment of Paul A. Collins, a former aquatics director. Arlington Detectives arrested Paul A. Collins in May on Long Island, New York with the assistance of the US Marshall's Office and the Suffolk County NY Police Department.

In 2013, Arlington Detectives took part in a regional task force to combat the increase in daytime residential housebreaks. This multi-jurisdictional task force identified suspects from the Revere, Malden, and Everett area. As a result of a spike in nighttime housebreaks occurring in the Stratton School area, an informational meeting was held on October 16th. This meeting was a huge success.

Arlington Detectives teamed with members of the Board of Health, and the Massachusetts Department of Industrial Accidents to conduct regulatory visits of the local Massage Parlor Establishments. This resulted in numerous Health Code violations and the temporary closure of six parlors.

An Arlington Detective is currently assigned with the Federal Drug Enforcement Agency. This position has resulted in the seizure of illegal firearms, the confiscation of illegal drugs, and the forfeiture of the assets of illegal drug suppliers. Arlington detectives continue to partner with other NEMLEC agencies during multi-jurisdictional investigations. Additionally they also continue to partner with the Suburban Middlesex County Drug Task Force. The Task Force is a collaborative effort of several area police departments, who join together to fight crime in their communities. The participating agencies include Arlington, Lexington, Belmont, Waltham, Watertown, Newton, Weston, and Lincoln.

The Department's Family Services Unit also remained busy in 2013 and followed up on over 200 Domestic Violence reports. The Family Services Unit continues their involvement on the Cambridge, Arlington, and Belmont, regional domestic violence High Risk Assessment and Response Team (CAB HART). The Team's goal is to prevent domestic violence homicides and to hold offenders accountable. Additionally, the Family Services Unit continues to work closely with the local First Step Domestic Violence support group program. Another responsibility of this unit is managing the Sex Offender Registry Information for Arlington. This involves community notifications every time a high-risk sex offender moves to Arlington, as well as periodic audits of sex offenders living in the community. In October of 2013, our Family Services Officer coordinated our participation in the National Family Violence Apprehension Detail. This event encourages officers nationwide to locate and arrest individuals wanted for family violence crime.

The School Resource Officer Program is in its eighth year, and continues to be a tremendous success. The new School Resource Officer (SRO) is continuing to work on building up relationships with members of the Public School Administration, teachers and students. The School Resource Officer also works with the Administration and teachers of St. Agnes, Arlington Catholic and the Minuteman Vocational High School. In 2013 the SRO remained very active in the NEMLEC School Threat Assessment and Response System (STARS) program. The School Resource Officer attends regular trainings concerning school safety and is currently working with School Administrators to implement (ALICE) Alert, Locate, Inform, Confront, Escape.

The SRO continues to help in the successful implementation of the Diversion Program, a program that allows an alternative to the traditional criminal justice

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system to youthful offenders.

In 2013 cyber bullying became an issue within our schools. The School Resource Officer worked with members of the Middlesex District Attorney's Office and was able to educate school Administrators, Teachers, students and parents on the dangers associated with the internet and social media. The number of complaints concerning cyber bullying has declined drastically since the School Resource Officer became proactive in combating such behavior.

Records

The Records Room processes all requests for public records and police reports.

Records Processed	2010	2011	2012	2013
Calls	26,767	27,483	30,168	32,101
Arrests	293	226	209	239
Citations	3,509	4,049	3,914	3,834
Parking	12,720	13,839	15,526	15,169
Accidents	676	677	564	581
Hackney	49	60	56	88

Grant Funding

The Arlington Police Department, in partnership with the Edinburg Center, was awarded a grant from the Massachusetts Department of Mental Health (MDMH) for our Jail Diversion Program (JDP). The goal of the program is to divert individuals with mental illness, substance abuse, or developmental disabilities from the criminal justice system to appropriate treatment options. The program model was collaboratively developed by members of the Department, the Edinburg Center, Arlington Health and Human Services Department, and other community stakeholders.

The Department based clinician accompanies police officers on calls for service and provides an immediate evaluation on scene. In the case of non-violent or misdemeanor offenses, the goal of the program is to provide mental health and substance abuse services as alternatives to arrest. In addition to immediate intervention, the clinician provides follow-up contact with individuals in an effort to focus on prevention and reduce future repeat calls to the same location. Successful engagement in treatment is the key to breaking the cycle of "revolving-door" police contact for citizens with mental health problems.

The Arlington Police Jail Diversion Program (JDP) clinician averaged forty-one contact calls per month in 2013. In addition to co-responding with the police officers on crisis calls, the clinician does follow-up work with families, community treatments providers, hospitals, schools, DCF, DMH, Advocates Psychiatric Emer-

gency Services, Minuteman Senior Services, and other essential persons and agencies involved in a person's care. Linkages to treatment and communication are an essential parts of the JDP program. In August the JDP program was invited and presented our program to the Newton Police Department. Approximately 92% of JDP crisis evaluations resulted in treatment instead of arrest.

The Hoarding Response Team (HRT), comprised of the JDP clinician, Arlington Police Department, the Health Department, and other Town agencies, worked with fifteen Arlington families in 2013. Due to this effort the Health Department has been able to close a number of these cases. In April the HRT was featured in The Arlington Advocate and the TLC network show *Hoarders: Buried Alive*.

The Arlington Police sought and received two grants from the Massachusetts State 911 Department. The first grant was a Support and Incentive Grant which allowed the APD to purchase six iPads which were deployed in the field for officer use. In addition, the APD was also able to purchase replacement 9-1-1 dispatch furniture. APD applied for and received a Training Grant that provided resources to train E9-1-1 Dispatchers in Emergency Medical Dispatch, effective telecommunications skills, conflict resolution, and other essential job related skills. These funds were not only used to train new and in-service dispatchers, but also provided ongoing continuing education for Emergency Medical Dispatch.

Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Arlington Police Department. The Department was re-certified as an accredited Law Enforcement Agency by the Massachusetts Police Accreditation Commission in 2011. The Department was originally certified in 2008 and was one of the first few police departments across the Commonwealth to achieve this prestigious award. This accomplishment demonstrates the Department's commitment to delivering an exemplary level of police services to the community. In 2014 the Department will be challenged to uphold its certification by maintaining compliance with hundreds of national law enforcement standards as set forth by the Massachusetts Police Accreditation Commission.

Regional Police Initiatives

North Eastern Massachusetts Law Enforcement Council (NEMLEC)

The Arlington Police Department is a member of the North Eastern Massachusetts Law Enforcement Council (NEMLEC). The Council is a consortium of fifty-one police departments in Middlesex and Essex County as well as the Middlesex and Essex County Sheriff's Offices. The members of the organization operate pursuant to an inter-agency mutual aid and assistance agreement to share resources and personnel to enhance

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public safety in a fiscally responsible manner. As part of the agreement, each member commits resources from its law enforcement agency to assist other members in an effort to increase and improve their capabilities and capacities.

NEMLEC is comprised of a Regional Response Team (RRT), which includes a Tactical Unit, Special Weapons and Tactics Unit (SWAT), K-9 Unit, and School Threat Assessment and Response System (STARS), Motor Unit, Bicycle Unit, Accident Reconstruction Unit, and a Crime Scene Unit. Officers associated with the various Units receive specialized training in crowd/riot control, crisis negotiations, response to school violence, use of specialized weapons, drug interdiction, and many other areas of specialization within the law enforcement profession.

Currently, we have officers assigned to the RRT Unit, SWAT Unit, Motor Unit, STARS, and Drug Interdiction Unit. Chief Frederick Ryan is commanding officer of the Motor Unit for NEMLEC.

STARS

The School Resource Officer is assigned to Arlington High School. The officer utilizes The School Threat Assessment and Response System (STARS), a comprehensive program to prepare, assess, respond, and strive to prevent threats of violence in schools. This initiative is accomplished through mobilizing regional resources that recognize the individual uniqueness and integrity of Arlington Schools.

This multi-tiered assessment and response system is designed to provide municipal officials in Arlington access to specialized resources developed through a collaborative effort. Utilizing the STARS' Protocol, incidents and threats are addressed through response classifications involving varying degrees of consultation, readiness, and intervention.

Once STARS is initiated, local responses are augmented by NEMLEC's regionally coordinated resources including access to personnel and experts with specialized skills, planning and training opportunities, communications systems, equipment and advanced technologies, and protocols for program and techniques evaluation.

As with all NEMLEC programs, STARS provides a mechanism to ensure communication, coordination, and interaction between member agencies in an efficient and cost effective manner. This is done with a focus on the need to maintain control at the local level.

BAPERIN

The Greater Boston Police Council (GBPC) has developed and maintained the Boston Area Police Emergency Radio Network (BAPERIN) system since the early 1970's. BAPERIN was originally conceived as a system to allow police departments in the greater Boston area

to be able to communicate with each other while at the same time having discrete local operating frequencies. The system has been expanded and modernized over the years and today acts as a national model for public safety communications.

In addition to radio communications, the GBPC serves its member communities through its cooperative purchasing program. Most member agencies use the GBPC purchasing contracts to acquire fleet vehicles (police, DPW, etc.) and associated municipal equipment.

Awards and Recognitions

In March the Department held its annual Employee Recognition Awards Ceremony. Officer Joseph Dunn was selected as Officer of the Year for 2012. Officer Dunn has consistently displayed sound judgment and the highest quality of service as a police officer over his 30 year career. He reports for duty in a calm, confident manner and has become a beacon of stability on a shift with many of the Department's newer officers. On many occasions Officer Dunn acts as the defacto sergeant on the street, helping his younger colleagues navigate their way through difficult calls.

Officer Dunn is a true community caretaker. His problem solving skills and adherence to traffic and parking issues are exceptional. He is well respected by both the community and his colleagues. His outstanding performance record and demeanor reflect a high level of personal commitment and professionalism. His work ethic and attention to detail are exemplary and a model for others to emulate. Officer Dunn is "Proactive and Proud" and he is valued immensely as a member of the Arlington Police Department.



Officer Dunn receiving Officer of the Year Award

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The Department also awarded one Meritorious Service Ribbon and two Certificates of Commendation at its ceremony. Those employees receiving certificates were: Officer Michael Hogan and Officer James Smith. The employee receiving a ribbon was: Officer David Martin. Lieutenant Brendan Kiernan, Sergeant Sean Kiernan, Officer Brandon Kindle and Officer Michael Foley were also honored at the ceremony. Sergeant Bryan Gallagher received the Department's Leadership Award.

Retirements/Promotions/Appointments

The Arlington Police Department made two promotions in 2013. Lieutenant James Curran was promoted to Captain of Operations and Sergeant Michael Sheehan was promoted to Lieutenant of Criminal Investigations Bureau.

Officer Robert Smith, Officer Thomas Kelly, Officer John Costa, Officer Jessica Scarbo, and Officer Alex Stotik were appointed to The Arlington Police Department in 2013 after completing 23 weeks of rigorous training at The Massachusetts Transit Police Academy.



New officers, left to right, Officer Smith, Officer Kelly, Officer Costa, Officer Scarbo & Officer Stotik

Officer Sean Hetherman and Dispatcher Carl Proctor retired after having served the community for more than 25 years.



ARLINGTON FIRE DEPARTMENT

Mission Statement

The Arlington Fire Department (AFD) will strive for excellence in the performance of duty and service to the community and the customers it serves. The Department is committed to find better ways to protect the lives and property of its citizens from the ravages of fire and other disasters and to contribute to the physical wellness of the community through emergency medical service.

Ethics and Values

Knowing that firefighters are held to a higher standard of conduct, the firefighters of the AFD will make every effort to uphold those standards that are entrusted to us and to take an active role in maintaining a professional image of the Fire Service through promptness, efficiency, and dedication to duty.

Communicating with the Public

The Department will serve the public with courtesy and respect, providing assistance wherever professional skills and talents are needed and be ever vigilant in promoting awareness of fire hazards and in educating citizens of all ages.

Fire Department Role

The AFD continues its evolution from a strictly fire prevention and suppression organization to incorporate all hazards mitigation into its service to the community. A significant portion of time and training is spent on preparation for disasters, both man made and natural.

The Fire Department also provides pre-hospital emergency medical services (EMS), building inspections on a regular basis for code enforcement and familiarization, public education projects, training, and performs a number of related tasks including annual hose testing and hydrant inspections.

Over 64% of the calls by the AFD are for medical emergencies. Maintaining Emergency Medical Technician status for the majority of the Department is the responsibility of the EMS Officer. New equipment and techniques are consistently introduced requiring hours of additional training. Between the Training Officer and EMS Officer, the challenge to maintain these services are done in house, minimizing the expense to the Arlington taxpayers.

During 2013 the AFD responded to 4,546 calls for assistance. Of these calls 3,061 were for medical emergencies. Medical emergencies include emergency

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medical responses, emergency medical assists, carbon monoxide activations, and motor vehicle accidents. Rescue 1, the AFD ambulance, transported 1,756 patients to area hospitals. This is a 4% increase in transports from 2012.

Reported dollar loss for 2013 totaled \$4,362,840. This amount continues to increase based on the increased values of structures, vehicles, and personal property. Overall total responses to incidents had a small decrease and response times continue to be within the acceptable range for our community.

Responses Fire Call Type	2010	2011	2012	2013
Fire	132	111	133	99
Carbon Monoxide Activations	34	144	21	126
Water Hazards	212	59	49	47
Mutual Aid	33	48	33	25
Lock Out/In	63	87	59	66
Electrical Hazards/ Down Lines	191	352	233	107
Motor Vehicle Accidents	124	106	161	168
Smoke Scares	16	67	50	13
Natural Gas Emergencies	101	87	65	70
Flammable Liquid Hazards	14	24	24	18
Hazardous Conditions	11	8	361	282
Other	611	192	176	198
Emergency Medicals	2490	2581	2450	2547
Medical Assists	289	276	290	220
Alarms Sounding	727	675	647	560
Total Calls for Assistance	5048	4817	4752	4546

Fire Prevention/ Fire Investigation Unit (FIU)

Fire prevention continues to be a major focus of the Department. The Deputy Chief oversees that inspections by our well-trained officers and firefighters have continued to make Arlington one of the most fire-safe communities in the metro Boston area. Fire prevention, combined with an aggressive interior attack by its suppression teams when necessary, accounts for these positive statistics. The amount of money saved by building owners and insurance companies through prevention and aggressive firefighting are impossible to calculate, but substantial. The Fire Prevention Division of the Arlington Fire Department issued 1,032 per-

mits in the year 2013 totaling \$70,232. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 719 permits (\$50,681) and 70% of all permits issued. The Fire Prevention Division completed 335 inspections for license and life safety during the past year.

Fire Permits and Revenue for Last 4 Calendar Years			
2010	2011	2012	2013
942	861	982	1032
\$53,690	\$46,864	\$52,480	\$70,232

The Fire Investigation Unit (FIU) responds to all fires within the Town and is responsible for determining their cause and origin. A thorough investigation of the cause, origin, and circumstances of how a fire occurred will often prevent similar incidents from happening again.

The experience, knowledge, and continuous training of the members of the FIU, working in conjunction with the State Fire Marshal's Office and the Attorney General's Office allows for numerous resources to successfully investigate and prosecute all fire related crimes. The FIU consist of a Team Coordinator, Training Coordinator, and a staff of three.

The FIU was activated 99 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

FIU Fire Investigations Type	2013
Structures	24
Cooking	22
Motor Vehicle	7
Outside	32
Fuel Burner/boiler Malfunction	6
Other	8



In terms of fire prevention for the Town of Arlington, public education is a key component. Without question the most influential group of citizens reached are children. The program, Student Awareness of Fire Education (SAFE), has been an extremely successful curriculum that has been presented to the grammar school children since 1996. The theme of Fire Prevention Week 2013 was Kitchen Fires. This theme was stressed during the AFD's annual visit to elementary schools. The SAFE instructors also participated in Town Day by using the "Smoke House" to demonstrate to both adults and children different fire safety tips. The SAFE Program

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also received grant funding for Senior Safe. This program's targeted audience is the elderly. In 2014 AFD SAFE instructors will be providing fire safety education at elderly housing units, nursing homes, and the Council on Aging.

The Juvenile Fire Setter Intervention Program (JFIP) counseled young, potential fire setters in the dangers of playing with fire. The JFIP, partnering for the eleventh consecutive year with the Youth Villages at the Germaine Lawrence Campus, educated students who were identified as fire setters.

SAFE and JFIP are the only two programs that Arlington Firefighters volunteer to be trained in to protect and educate their community.

Training

The Training Officer is responsible for managing a comprehensive training program designed to meet the needs of all members of the Department. The primary focus of the Training Division is to promote training necessary to allow the firefighter to achieve specific career goals. Firefighters are constantly evaluated and tested by the division to ensure proficiency in skills and retention of knowledge. This training includes inspections, classroom sessions, practical applications and actual calls for service.

Every firefighter's career with the AFD begins at the Mass Fire Academy (MFA). The MFA's fire instructors hone their knowledge, ability and instincts during a rigorous schedule of training evolutions and a challenging curriculum. All firefighters graduate with the NFPA certification of Firefighter I/II. The final result is a group of highly trained individuals, prepared to work as Firefighters in one of three fire stations on one of four 24-hour shifts.

The Training Division strives to offer fire service personnel complete and progressive training required to perform the job to which they are trusted, the protection of the lives and property of the citizens of Arlington. Courses have been hosted internally, bringing in Mass. Fire Academy professionals as instructors. Private sector representatives delivered training to all members of the Department. The Department EMS coordinator delivered all emergency medical service training in-house.

The Training Division handles the development and delivery of all company-level drills, department-level training initiatives, as well as, new recruit indoctrination and training. The Training Section is also responsible for continuing education and re-certification of EMT's.

In 2013 AFD members received regularly scheduled annual training in such areas as Cold Water / Ice Rescue, CPR, Laddering, Rapid Intervention Team tactics, and the Department of Transportation's EMT refresher course. The Department was able to obtain hands on training when its members were allowed access to several homes that were scheduled for de-

molition. Firefighters were able to practice apparatus placement, hose line advancement, forcible entry, roof ventilation, and roof operations.

EMS

The Arlington Fire Department staffs a Class 1 Rescue/Ambulance with two EMT-Basics, 24 hours a day, seven days a week. The Department currently has seventy-three EMT's and two first responders.

EMS Staff	2010	2011	2012	2013
EMTs	69	67	73	73
First Responders	3	3	3	2

The Department EMS coordinator is responsible for all in house medical training, recertifications, medical supplies and keeping all EMT's and first responders updated with the latest information from the Office of Emergency Medical Services (OEMS), Department of Public Health. All Department EMT's have an obligation to provide pre-hospital patient care in accordance to statewide treatment protocols, Massachusetts Department of Public Health.

The Department responded to 3,061 medical emergencies. Of those emergencies, 743 were for advanced life support and 1,013 for basic life support in nature and transported to the appropriate facility by the Town-operated ambulance, Rescue 1. There were 579 medical emergencies where Rescue 1 was at another emergency medical call and 13 medical calls where Rescue 1 was dispatched, but transport was cancelled prior to arrival at emergency scene. 570 medical emergency responses did not require transportation to area hospitals.

Ambulance Response	2010	2011	2012	2013
Advance Life	959	837	802	743
Basic Life	968	892	885	1,013
Patient Did Not Require Transport	558	431	446	570
Runs Missed Because R1 On Other Call	575	664	684	579
Ambulance Response, Cancelled Enroute	15	9	13	13
Total Medical Emergencies	2,937	2,857	2,901	3,061

The Department is still exploring the possibility of upgrading our level of medical care to Advanced Life Support.

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2013 Highlights

Completed dismantling of old cable Town-operated fire alarm systems (recently went to wireless system). The removal of this system has reduced overall maintenance and equipment costs for this service.

Purchased 5 cold-water rescue emersion suits with funds from capital budget. Now each Department apparatus has at least 1 cold-water rescue emersion suit.

Purchased an E-One fire pumper designated as Engine 2, funded by the capital budget.

Purchased a Ford/Horton Rescue ambulance designated as Rescue 1 using capital budget funds and ambulance revenues.

Replaced 25% of Department personal protective equipment from capital budget funds.

Awarded a grant from the Federal government to replace our Self Contained Breathing Apparatus, SCBA. This grant saved the Town \$160,000 that was expected to be funded through the Capital Budget.

Continued communication and education of residents about emergency management plans, emergency medical services, and fire suppression and prevention objectives.

Retirements/Promotions/Appointments

Firefighter John McCaffery retired on February 2nd. He was appointed on September 7, 1980.

Captain Michael Tierney retired on May 22nd. He was appointed on April 12, 1993.

Firefighter James Foley retired on May 22nd. He was appointed on April 12, 1993.

Firefighter Michael Power retired on September 19, 2012. He was appointed on September 8, 1998.

Lieutenant Jay Henebury was promoted to the rank of Captain on July 28, 2013 and assumed the duties of Fire Department Training Officer.

Firefighter Brian Caggiano was promoted to the rank of Lieutenant on November 10, 2013 and was assigned as a company officer in Group 4.



Jay Henebury promoted to the rank of Captain (R) by AFD Chief Robert Jefferson (L)

2014 Goals

Continue to provide ancillary programs such as the FIU, JFIP, Vial of Life, and SAFE within the limited resources and funding available.

Implement a five-year plan related to the reorganization and structure of the Fire Department.

Assign a full-time EMS staff officer to oversee the training, recertification and accreditation of all Department EMTs and have the officer assess the benefit of an Arlington Fire Department Advanced Life Support service.

Continue the four-year program to replace all Protective Gear.

Relocate personnel and apparatus from Headquarters to Highland during remodel. Complete architectural plans and start construction of Fire Headquarters Station.

INSPECTIONAL SERVICES

The Inspectional Services Department is responsible for enforcement of The Commonwealth of Massachusetts Building, Electrical, and Plumbing & Gas Codes, as well as all related regulations, standards, and Town Bylaws. Additionally, the Inspectional Services Department implements strategic projects as assigned by the Town Manager.

Accomplishments

- Inspection and issuance of final occupancy permits for 30 - 50 Mill St project.
- Oversight, inspection, and issuance of temporary occupancy permits for Arlington 360, LLC project.
- Inspection and issuance of occupancy permit for the new Thompson School.
- Plan Review, permitting, and inspections of Brightview Assisted Living Complex.
- Review and inspection of Solarize Arlington initiative.
- Permits were issued for 12 new single-family homes and 4 new two-family homes.

In 2013 the Inspectional Services Department issued a total of 6,126 permits of which 2,824 were Building permits, 1,066 were Plumbing permits, 781 were Gas permits, and 1,455 were Wiring permits. Total fees collected by the Inspectional Services Department were \$1,572,078 with an estimated construction value of \$71,077,616.

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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-

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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.

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- 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

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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

HEALTH & HUMAN SERVICES

HEALTH AND HUMAN SERVICES

The Arlington Department of Health and Human Services (“HHS”) is the Department overseeing the Health Department, Council on Aging, Youth Counseling Center, and the Veterans’ Services Office. HHS also coordinates the activities of the following boards and commissions: Board of Health, Board of Youth Services, Council on Aging, Disability Commission, and the Human Rights Commission. Additionally, the HHS works with the Food Pantry, Widows Trust Fund Commission, Youth Health and Safety Coalition, and the Health and Human Services Charitable Corporation.

The mission of the Department of Health and Human Services is to protect the health of the public and assist residents with accessing basic human needs.



BOARD OF HEALTH

The three member Board of Health meets on a regular basis. At the meetings, environmental health concerns are addressed, public hearings are held, and policy review is performed. The Board of Health met six times in 2013 and conducted the following hearings: three food code variance requests, eleven tobacco sales violations, one housing code violation, and three keeping-of-hens permit requests. The Board granted three food code variance requests, suspended eleven tobacco sales permits for seven consecutive days, granted three keeping-of-hens permits and voted to uphold an order to correct housing code violations.

Additionally, the Board reviewed and adopted the following Regulations: Regulations Restricting the Sale of Tobacco Products and Nicotine Delivery Products, Regulations Prohibiting Smoking in Workplaces and Public Spaces, and Regulations Governing the Practice of Bodywork. The Board is currently working on regulations pertaining to medical marijuana dispensaries.

HEALTH DEPARTMENT

The Health Department Office is located at 27 Maple Street in the Arlington Senior Center, located behind Town Hall. The Board of Health is required by State statutes and regulations to perform many important and crucial duties relative to the protection of public health and safety, the control of disease, the promotion of safe and sanitary living conditions, and the protection

of the environment from damage and pollution. These mandated requirements are fulfilled by environmental health staff and public health nursing within the Health Department.

Environmental Health Permitting and Inspections

Staff annually permit and regularly inspect restaurants, tobacco retailers, tanning establishments, body art establishments, swimming pools, chicken coops, camps, the ice-skating rink, and three bathing beaches. Inspectors from the Department also investigate numerous resident complaints related to any health issue within the community, ranging from trash and dumpster complaints to housing code violations and noise and odor concerns. The environmental health division is comprised of two full-time inspectors. The Department also contracts with two food safety consultants to conduct a portion of mandated food establishment inspections.

The Department has worked diligently over the past year to update existing regulations, adopt new regulations, implement an internship program, and conduct mandated inspections. Over the summer the Animal Control Officer retired and during the transition period staff from the Department assisted with animal control duties. The Department continues to work closely with other Town agencies (police, fire, inspectional services, council on aging, schools, public works) to address public health issues in the community.

In an effort to meet growing inspectional needs, the Department implemented an undergraduate public health internship program with Northeastern University’s Health Sciences Department. The Department also recruited a Boston University graduate student to assist with inspectional needs over the summer. By hosting interns, the Department was able to increase its efficiency in responding to housing, nuisance and food complaints, conduct routine inspections, and develop new regulations. In 2013, staff worked on developing three new sets of regulations: Restricting the Sale of Tobacco Products and Nicotine Delivery Products; Prohibiting Smoking in Workplaces and Public Spaces; and Governing the Practice of Bodywork.

Tobacco Control

In 2013 the Board adopted new Regulations Restricting the Sale of Tobacco Products and Nicotine Delivery Products, and Regulations Prohibiting Smoking in Workplaces and Public Spaces. As a result, the Town of Arlington became one of three communities in the Commonwealth to increase the tobacco sales age from 18 to 21 years old. In addition, the regulations ban the sale of blunt wraps and the sale of tobacco and nicotine delivery products at healthcare and educational institutes. The regulations also govern the sale of single cigars and electronic cigarettes, and prohibit smoking at

HEALTH & HUMAN SERVICES

Town-owned parks, playgrounds, beaches, swimming areas and non-school athletic fields, as well as, the area within 15 feet of the entranceway of municipal buildings, childcare facilities or healthcare facilities. In 2013 staff conducted sixty-eight tobacco compliance checks, which resulted in eleven violations where tobacco was sold to a minor. Said violations resulted in the suspension of each establishment's tobacco sales permit for seven consecutive days and a fine of \$100. The Department also issued nine citations to high school students for smoking on school grounds.

Keeping of Hens

The Health Department is charged with enforcing the Keeping of Hens/Poultry Bylaw. Any resident who wishes to keep hens as pets or for the purposes of home egg production, gardening, or similar purposes must obtain a Permit to Keep Hens from the Board of Health. In 2013 the Department reviewed three applications, issued six permits and conducted nine inspections of hen coops/pens.

Swimming Pools

There are eight semi-public swimming pools in Arlington that are inspected by the Department on an annual basis to ensure compliance with 105 CMR 435.000: Minimum Standards for Swimming Pools (State Sanitary Code: Chapter V). Seven of the swimming pools are outdoors which are inspected in the spring / early summer prior to opening for the season. These swimming pools are located at various apartment buildings in Town and the Winchester Country Club. The Arlington Boys and Girls Club is the only indoor semi-public pool in the Town that is open year round. The Department worked with the developer of the Arlington 360 project to review and approve plans for construction of a new pool.

Recreational Camps for Children

The Department issued 3 recreational camp permits in 2013 and inspected each of them to ensure compliance with the minimum housing, health, safety and sanitary protections for children in the care of camps that operate in the Town of Arlington.

Permits Issued	2010	2011	2012	2013
Food	253	324	345	366
Tobacco	24	28	27	25
Waste Hauler	12	12	14	13
Funeral Director	3	3	4	4
Tanning Establishment	2	2	2	1
Public Pool	8	8	8	8
Public Beach	1	3	3	3
Ice Rink	1	1	1	1
Keeping of Hens*	0	1	4	6
Camps	5	7	3	3
Body Art Establishment	1	1	1	1
Bodywork Establishment **	NA	NA	NA	3
Bodywork Therapist **	NA	NA	NA	1
Total	310	390	412	435

*Keeping of Hens Bylaw was approved at Town Meeting on May 6, 2009

**Bodywork regulations were implemented on November 1, 2013

Inspection Conducted	2013	2012	2011	2010
Food Establishment	716	565	430	456
Tobacco Compliance Check	68	52	0	47
Housing	180	202	152	42
Demolition Inspection	11	10	14	18
Nuisance Inspection	256	226	102	249
Keeping of Hens*	9	5	1	0
Bodywork Establishment**	20	NA	NA	NA
Total	1260	1060	699	812

*Keeping of Hens Bylaw was approved at Town Meeting on May 6, 2009

**Bodywork regulations were implemented on November 1, 2013

Food Protection

In accordance with 105 CMR 590.000: Minimum Sanitation Standards for Food Establishments, the Health Department is required, as the regulatory authority, to enforce the provisions of this code. The purpose of this code is to safeguard public health and provide to consumers food that is safe, unadulterated, and honestly presented. This code establishes definitions, sets standards for management and personnel, food operations, and equipment facilities, and provides for food

HEALTH & HUMAN SERVICES

establishment plan review, permit issuance, inspection, employee restriction, and permit suspension.

The Department assigns each food establishment a risk-based category. A food establishment that sells packaged food, such as a convenience store, is considered low risk and is assigned to a category one and is inspected one time per year. A food establishment that serves food to a highly susceptible population, such as a nursing home, is considered high risk and is assigned a category four and is inspected four times per year.

In 2013 the Department issued 195 food establishment permits (including mobile food and residential permits) and conducted 615 routine and follow-up food inspections. Additionally, the Department issued 171 temporary food establishment permits, including the Farmers Market permits, and inspected 119 temporary food vendors, including those at events such as the Feast of the East, Taste of Arlington, Greek Festival, Farmer's Market, Town Day and other various public events throughout the year.

The Department also investigated twenty-two food complaints and held seven administrative hearings to discuss food safety. The Board heard testimony from three establishments applying for variances from the 105 CMR 590.000; all three were granted. Fifteen new food establishments opened or changed ownership through an updated plan review process, including two residential kitchens, and eight establishments closed.

Food Permits Issued	2013	2012	2011	2010
Food Establishment Permits	181	177	173	167
Mobile Food Permits	3	3	6	8
Residential Kitchen Permits	11	10	8	4
Farmers Market Permits	13	12	12	14
Temporary Event Food Permit	158	143	125	60

Housing

The Department conducted 180 inspections of rental and owner-occupied housing units in 2013 in accordance with 105 Code of Massachusetts Regulations 410.000, Massachusetts Housing Code. When a housing inspection is requested by a resident, an inspector conducts the inspection and may cite a landlord for violations of the housing code. The landlord is then ordered to correct violations and an inspector conducts a final inspection to verify the violations have been corrected. Violations documented in 2013 included: un-

sanitary living conditions, insufficient hot water, leaking plumbing fixtures, lead paint determinations, insect and rodent infestations, and many more.

The Hoarding Response Team (HRT) investigated and followed up on eighteen hoarding cases in 2013. The HRT is collaboration between Police, Fire and Health officials. The team consists of two health inspectors, a police officer and a clinical responder. In most cases, the team was able to work with the individuals to bring the homes into compliance without condemning the property. The Department did, however, condemn two properties due to uninhabitable conditions, including housing containing illegal apartments.

The Department continues to work closely with the Council on Aging and Minuteman Senior Services to assist senior residents with alternate housing and services, such as cleaning when necessary.

In 2013 the Department conducted eleven inspections at properties awaiting demolition in order to ensure the health and safety of the site. The inspection requires asbestos removal, pest control, dust control, and other control measures to protect the health of the public.



Nearly 400 residents received flu shots at Town Day in 2013

Public Health Nursing

Influenza and Pneumonia Vaccinations

The Health Department, with the assistance of the Medical Reserve Corp (MRC) volunteers, administered 2,147 vaccinations in 2013, a 2% increase over 2012. The increase is particularly impressive given the increased competition from pharmacies in the area. The vaccination clinics continue to receive positive feedback from residents, who appreciate the convenience and efficiency of the clinics. The clinics also serve as practice for the Department's emergency preparedness plan should the Town be faced with a crisis. The Health Department is thankful to the MRCs, who provided 300 volunteer hours of medical and non-medical support that made the vaccination clinics such a success.

The Health Department also coordinated with the University of Massachusetts student nurses to provide Shingles vaccinations to uninsured residents sixty years of age and older. Approximately eighty residents received the Zostavax vaccine.

HEALTH & HUMAN SERVICES

Communicable Disease Surveillance

Communicable Disease Monitored	2010	2011	2012	2013*
Amebiasis	0	2	0	0
Babesiosis	1	0	1	2
Campylobacter Enteritis	4	17	11	10
Chicken pox	6	0	2	3
Cryptosporidiosis	2	1	1	0
Enterovirus	0	0	0	0
Giardia	1	5	4	3
Haemophilis Influenzae	1	2	1	0
Hepatitis A	0	0	0	1
Hepatitis B	1 chronic	5 chronic	14 chronic	21
Hepatitis B			1 acute	0
Hepatitis C (acute)			1	6
Hepatitis C (chronic)	23	21	30	31
Hepatitis E			1	0
Human Granulocytic Anaplasmosis			1	2
Influenza	0	5	19	60
Invasive Bacterial Infection		1	1	1
Legionellosis	1	2	2	3
Lyme Disease	6	3	24	39
Malaria	0	0	0	1
Measles	0	0	0	4
Meningitis	0	1	0	0
Mumps	0	0	0	2
Norovirus	0	0	2	0
Pertussis	6	4	6	2
Rubella			1	0
Salmonella	8	5	1	4
Shigatoxin	1	1	0	0
Shigellosis	1	1	1	1
Strep pneumonia invasive	2	2	3	1
Group A strep	2	1	0	0
Group B strep	6	3	3	0
Toxoplasmosis			1	3
Tuberculosis	5 active	5	5	4
Tuberculosis contacts	40	0	6	4
Tuberculosis A/B				2
Tuberculosis Latent			34**	42
Vibrio sp.	0	1	1	1
West Nile Virus	0	0	1	0
Yersiniosis	0	0	1	0
Total	117	88	180	253

* 2013 includes contact, and suspected cases in addition to probable and confirmed cases.

** Tuberculosis Latent added in 2012

To protect the community against the spread of contagious illnesses, Arlington continued to work with the Massachusetts Department of Public Health (MDPH) in conducting online disease reporting through the Massachusetts Virtual Epidemiology Network (MAVEN). State law requires that doctors, hospitals, and laboratories report contagious diseases including diseases such as tuberculosis, whooping cough, and salmonella. When a doctor diagnoses a resident with a contagious disease, the public health nurse is mandated to conduct an investigation to determine if further control measures are needed. The illness is then recorded and reviewed to identify and respond to any possible disease outbreaks. The online reporting system has streamlined disease investigation and has assisted the MDPH with early detection of contagious disease trends beyond community boundaries. In 2013 the Health Department also began using the Massachusetts Immunization Information System (MIIS) database. This web-based registry system provides health care providers and families with complete and secure immunization records. It also provides an infrastructure for tracking essential information during a natural disaster or bioterrorism event. MDPH hopes to increase immunization rates, resulting in a healthier population.

Weights and Measures

To ensure compliance with the Consumer and Merchant Protection Act, the Sealer of Weights and Measures conducts inspections of all scales, scanners, and dispensing equipment. This includes retail stores, gas stations, oil trucks, and food establishments. The Sealer responds to all consumer complaints to ensure fairness and accuracy.

As merchants are inspected annually, compliance with standards and accuracy of merchant measuring devices has increased steadily. The Sealer of Weights and Measures determines the amount of savings by computing the amount of fuel pumped each year from a particular measuring device such as a gas pump.

Device Sealed in 2013	Arlington	Belmont
Scales 10 lbs and under	12	3
Scales 100lbs and under	111	58
Gasoline pump meters	151	130
Vehicle tank meters (heating oil trucks)	33	0
Taxi Cab Meters	18	0
Bulk heating oil tank meters	3	0
Bottle and can return dispensers	4	5
Individual Weights	0	56
Other devices	3	0
Total	335	252

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In 2010 the Department began contracting with the Town of Belmont to provide sealing services in Belmont as Belmont did not have a sealer of weights and measures.

BOARD OF YOUTH SERVICES



Arlington Youth Counseling Center (AYCC)

The Arlington Youth Counseling Center (AYCC), a division of Health and Human Services, is a community-based and fully licensed, mental health counseling center. It is the mission of AYCC to promote and support the social and emotional wellbeing of all Arlington's youth and families, regardless of ability to pay. AYCC provides direct individual and family counseling, psychiatric evaluation and consultation, pharmacological services, support and prevention groups for targeted populations, and case management to Arlington residents struggling with basic life needs. AYCC collaborates extensively with other local, youth-serving agencies to remain fully integrated in the community and responsive to its mental and behavioral health needs.

Over the past year AYCC continued to focus on delivering high quality, accessible mental health services to Arlington youth and families, while also striving to improve the efficiency of operations and achieve financial stability and sustainability. In this regard, 2013 was marked by significant changes and notable accomplishments for AYCC. With the retirement of beloved, long-time employee and recent Director, Phyllis Brown, the agency reorganized its administrative structure, hiring a new Executive Director, creating a Clinical Director position, and hiring a new Assistant Clinical Director. AYCC maintained its existing clinical team, including a psychiatrist, psychologist, 13 fee-for-service clinicians and a clinical intern. With a new administrative structure in place, AYCC is well-positioned to develop its fundraising potential through active solicitation of grants and foundation support, as well event organizing and donor appeals. The new structure will also support a growing fee-for-service clinical team, which will, in turn, help reduce the patient waitlist.

In addition to the organizational changes mentioned above, AYCC implemented a new electronic medical records and billing system to replace an outdat-



AYCC Gala

ed paper-based system and expensive billing agency contract. The new electronic medical records and billing software will enable greater efficiency in assessing clinical caseloads and assigning new clients, and will support more consistent and accurate payment practices. The system went live on October 1st and, while the agency is still learning the various capabilities of the software, staff are steadily becoming proficient users of the system



AYCC ChariTea

Highlights

In collaboration with the Board of Youth Services and other volunteer organizers, AYCC raised over \$30,000 from fundraising events, including the 2nd Annual Team Up for AYCC Soccer Tournament, the 3rd Annual Out on the Town AYCC Gala, and the ladies Chari-Tea event sponsored by the Chamber of Commerce.

For the 3rd year in a row, all proceeds from High Rock Church's Annual Christmas Benefit Concert benefited AYCC's case management program. With funding from High Rock Church, an AYCC social worker is available to provide case management to Arlington residents in need of resource support. AYCC also benefited from two local hockey events, the Shoot for the Cure family hockey tournament and the Guns and Hoses charity hockey game between the Police and Fire Departments.

AYCC received grant funding from a number of sources, including Symmes Foundation, CDBG and the Community Health Network Area (CHNA) 17. AYCC completed its second year of a three-year CHNA17 grant to support intervention and treatment services for substance involved youth, while also securing a mini-grant from CHNA 17 to create a volunteer domestic violence advocates program. In addition, AYCC continued

HEALTH & HUMAN SERVICES

to receive funding from the Arlington Public Schools through a yearly school contract and a federal school grant- Project Success- to provide counseling services, group work and consultation to Arlington schools.

AYCC continued to develop and expand the scope of its group work to include: social skills groups, anger management groups, substance abuse prevention and stress management groups, parent support groups, domestic violence support groups, and a support group for grandparents raising grandchildren.



In collaboration with the Board of Youth Services, AYCC participated in a number of community outreach and support initiatives, including hosting a booth at Arlington Town Day, participating in the distribution of Thanksgiving Baskets, and lending support to the Holiday Help program.



COUNCIL ON AGING

The Arlington Council on Aging (COA), a division of the Department of Health & Human Services, primary responsibilities are to identify the needs of Arlington's elder population, and to design, promote, and implement services and programs to address such needs. In addition, the COA coordinates existing services in the community on behalf of seniors, as well as providing various Town offices vital information factoring in the needs of the elder population, making Arlington a dignified and livable community for its older community members.

The total operational budget for the Council on Aging that serves over 9,300 Arlington residents 60 years and older, is derived from a number of sources. The COA budget consists of municipal funding (37%), Enterprise Fund/COA Van (22%), Formula Grant from the Executive Office of Elder Affairs (15%), Community Development Block Grant (CDBG)Volunteer & Transportation Coordinator (11%), CDBG/DART (9%), The Trustees of the Symmes Hospital Funding for Medical Transportation (3.5%), Lahey Health & Wellness grant

(2%), CDBG/Adult Day Health (.05%), CDBG/My Daily Call (.05), and CDBG/Lifeline (.05%). In addition the COA received \$8,069 from the Friends of Arlington Council on Aging to support COA programs and services, and the Elizabeth and George Sanborn Foundation provided \$25,000 enabling seniors and their families affected by cancer free transportation to obtain treatment. Volunteer contribution to the organization exceeds 12,000 hours per year conservatively, adding \$96,000 of services to the operational budget.

The COA staff continues to service increasing numbers of seniors and their concerned adult children regarding financial distress in housing, food, fuel costs, and rising medical related costs. The COA utilizes the collective staff experience in providing information leading to indirect and direct access to aging resources for seniors, their families, and community organizations in an effort to lead a dignified life in Arlington. Strong relationships exist through collaborations with Arlington's Emergency Services, DPW, and the other divisions within Health and Human Services. The staff exhausts all resources to address these concerns, and many needs are often unmet due to limited social services.

The COA also serves as a field-training site for students from the University of Massachusetts School of Nursing, Simmons College School of Social Work, Wheelock College, and Salem State University.

Transportation within the COA is a very active component of COAs services with more than 8,000 rides provided in 2013. The van operation utilizes a number of resources, including volunteers, to meet the needs of the seniors in Arlington. As an enterprise fund, the COA Van Transportation is dependent upon generous grants from The Trustees of the Symmes Hospital, CDBG allocations, and small fees collected from riders. Transportation helps reduce isolation by providing a means to be actively engaged in COA programs, the community, and reducing barriers to access to health care and therefore a critical component to our services and mission. There are three options our seniors have access to; the COA Van, Dial A Ride Taxi, and Medical Escort.

The COA Van operates daily, Monday through Friday providing rides to the Senior Center and to a variety of medical appointments. COA has established "Every Day Living" on Thursdays, which allows the senior to do food shopping, hairdressing and other errands.

The Dial A Ride Taxi (DART) program, through generous funding from CDBG and a fixed cost-per-ride by Arlmont Taxi, provides a low cost transportation option for Arlington seniors Monday through Saturday to anywhere in Arlington.

The Medical Escort program utilizes volunteers to drive seniors to medical appointments outside of COAs service area and/or provide individualized assistance to meet seniors' needs. There is a small fee charged for

HEALTH & HUMAN SERVICES

this service. The Medical Escort program is supported by eight volunteers.

Approximately 130 volunteers support the organization, providing in excess of 12,000 volunteer hours per year. COA volunteers range in age from 7 years to 98 years of age. Volunteers provide support in key areas, such as administrative support, program development, program operations, medical escort, and annual programs, including the Thanksgiving Day Meal delivery and the Holiday Stocking program through the Friends of Arlington COA. Their collective participation is equivalent to 6.59 FTE's and yields a minimum cost savings to the Town of Arlington of \$96,000. The COA and the staff are beyond grateful to the many hands and hours these outstanding volunteers contribute to the mission of the COA. Volunteers are honored for their service at an annual luncheon.

The Senior Center also hosts Minuteman Senior Services which operates the "Eating Together" Meal site at the Senior Center and provides home-delivered "Meals-on-Wheels."

The growing number of seniors is a developing challenge for the Town of Arlington. The 2010 federal census counted 9,245 elders (60+) in Arlington which when projected to 2030 suggest that one-third of the projected population of Arlington, or 15,193 residents, will be seniors (Metropolitan Area Planning Council). The current needs and future needs will be a part of staffing analysis in fiscal year 2015.

Highlights for 2013

- *Living Well 60 and Beyond: Solutions to Grow Older Gracefully* was the culmination of six months of hard work to provide this first of its kind program for Arlington seniors on October 26. This event highlighted every aspect of the COA as well as community living in Arlington to more than 350 attendees. Dr. Paul Raia, of the MA/NH Alzheimer's Association was the keynote speaker. Thirty-nine exhibitors filled the Hardy School Gymnasium, while the cafeteria served as the lecture hall for five individual presentations. Arlington Police, Armstrong Ambulance, and numerous volunteers provided support for this successful event.
- Received a grant through Massachusetts Department of Transportation that allowed COA to purchase a new transportation van.
- Received an \$8,500 grant from Lahey Clinic to help fund five health and wellness programs.
- Received a \$30,000 grant from the Elizabeth and George L. Sanborn Foundation for the Treatment and Cure for Cancer, Inc. to provide rides to seniors for cancer treatments.

- Received a \$15,000 grant from the Symmes Hospital Funding for Medical Transportation to supplement the COA Van budget to provide seniors rides to medical appointments.
- Collaborated with the Greater Boston Legal Service and the Arlington Police Department in the creation of an Arlington task force to address Elder Abuse and Economic Safety.
- Collaborated with the LGBT (lesbian, gay, bi-sexual and transgendered) Aging Project to host a nineteen agency Cultural Competency Training.
- Collaborated with "Keep Moving" and hosted a regional Walking Club Leader Training session for thirty five individuals.
- Created a COA Garden to offer fresh vegetables to those who might otherwise not be able to afford it. This program was grant funded by Park Avenue Nursing.
- Provided over 2,000 outreach contacts through office and home visits by the COA Geriatric Nurse, Social Worker and Intake staff
- Provided over 2,000 units of health services, including podiatry, blood pressure, flu and Pneumonia clinics
- Administered programs providing financial support for dental services, transportation, urgent personal needs, Lifeline personal response systems, and adult day health.

Community Partnering Efforts

Partnering with municipal and community organizations creates productive relationships and more efficient means to deliver programs and services helping us to meet the mission of the COA. Minuteman Senior Services serves as our Aging Service Access Point (ASAP). We would be limited in program support and selection without the Arlington Recreation Department (Walk the Rink), Arlington Boys and Girls Club (Arthritis Exercise Class), Retired Men's Club, & Bateman Catering (Thanksgiving Meal), and the Friends of Arlington Council on Aging.

Organizations such as AARP and SHINE provide free tax preparation and health insurance guidance while Rick Fenton and Noreen Murphy continue to donate their time monthly providing free consultation on financial matters and elder law issues, respectively.

The COA receives appreciated support from the Arlington Schools, specifically, the Arlington High School Football team provided free fall cleanup to twenty-three households and the Ottoson Middle School, as part of the COA's LINKS Program, assisted seniors with shoveling and light outside tasks. Additionally, the Bishop, Brackett, and St. Agnes elementary schools designed and provided Thanksgiving and holiday cards for

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over 100 seniors while My Place To Grow entertained seniors with holiday songs.

Goals

COA has been effective in utilizing student interns and volunteers to fill gaps where budgets do not provide for staff. Space continues to be an issue and COA programming is placed in various locations to accomplish its goals. Internal procedural improvements have enhanced efficiencies in the Transportation department. 2014 goals include collaborating with municipal departments for program development, seeking local grants to help with transportation costs, and increasing contact with seniors by 10%

VETERANS' SERVICES

Arlington's Department of Veterans' Services is mandated by The Department of Veterans' Affairs (VA) and The Massachusetts Department of Veterans' Services (DVS) to aid and assist veterans and their families. All eligible veterans and their eligible dependents can seek counseling and assistance with applications for federal and state benefits, financial aid, medical care, educational/vocational benefits and burial benefits.

As a result of interviewing thirty-nine veterans and/or their dependents, seven new clients received benefits under Chapter 115 with a total of sixty-nine clients receiving benefits over the course of the year. Twelve veterans were awarded the Welcome Home bonus for service in the military since 9/11. Five Vietnam veterans, two Korean War veterans, and two WWII veterans were advised of their entitlement to a bonus for their service and were given the appropriate form to redeem them. Nine widows of veterans were assisted in receiving their benefits as the surviving spouse of a veteran either Killed in Action, receiving 100% service-connected disabilities from the VA, or veterans who died from Amyotrophic Lateral Sclerosis (ALS) and also an annuity from DVS.

After consulting with many veterans and/or veteran dependents, forty claims were submitted to the VA for service-connected compensation and/or pension, twenty-nine have thus far been awarded. Requests for treatment at the VA medical centers by ninety-nine veterans have been referred and twenty-four burial benefits have been awarded eligible veterans. Markers for all veterans buried in Mt. Pleasant Cemetery were ordered. This year, five unmarked graves of veterans have been identified, and authenticated, and markers have been ordered.

Veterans' Services is responsible for organizing, coordinating, and participating in the Memorial Day Parade and the Veterans' Day Parade. For Memorial

Day, the office is responsible for decorating the over 5,500 veterans' graves at Mt. Pleasant Cemetery and St. Paul's Cemetery with flags and assuring the maintenance of the veterans' lots. The Disabled American Veterans Chapter 49 assists by decorating the graves at St. Paul's. The file for the Veterans' Honor Roll located at Monument Park in Arlington Center, which will be refurbished at the conclusion of The War on Terrorism, is continuously being updated with veterans from all wars. The Director of Veterans Services also serves as treasurer/coordinator for the Patriots' Day Parade Committee.

The Office of the Department of Veterans' Services, located in The Town Hall Annex, is continuing to purge old files and improve computerization, while reaching out to advertise veterans' benefits and advocate for volunteer opportunities at The Bedford VA Medical Center.

Veterans Benefits, Claims, and Referrals	2010	2011	2012	2013
Chapter 115 Benefits	65	62	69	65
VA compensation/pensions	22	17	26	29
VAMC requests/referrals	73	103	105	99
VA Burial benefits	27	21	24	24
DVS bonuses/annuities	21	24	22	19

COMMISSION ON DISABILITY

In its twentieth year of service, the Commission on Disability has continued to provide information, referral, guidance, and technical assistance to Arlington officials, residents, public and private agencies, and others to ensure that people with physical, sensory, cognitive, and other disabilities have equal access to Town facilities, services and programs. During 2013 the Commission had a full slate of nine Commissioners', all volunteers. As mandated by State law, the majority of Commissioner's have a disability. The mandate brings an intimate and informed understanding of disabilities to the Commission's agenda and ultimate decisions. The Commission continues to bring awareness to Arlington policy makers and other residents as to the legal rights of people with disabilities, enforcing those rights and working towards community inclusion to make Arlington a stronger Town, capitalizing on the strengths each person living and working here has to offer.

Activities

- Staffed an information booth at Town Day

HEALTH & HUMAN SERVICES

2013 to answer questions and provide resources about disability legislation.

- Co-sponsored the fifth annual Diversity

HUMAN RIGHTS COMMISSION

The Arlington Human Rights Commission (AHRC) was created by Town Meeting in 1993 to advance issues related to the fair and equal treatment of individuals and to create a mechanism for addressing complaints arising out of these issues. The mission of the AHRC is to work individually and collaboratively with other groups in our community to celebrate the ever-changing tapestry of our Town, and to emphasize, through educational outreach, the danger of intolerance at every level. The Town Manager, School Committee, and the Town Moderator have appointing authority for the thirteen members of the commission.

The AHRC began the year by electing Robin Varghese as chairperson and Nancy Rhoads as vice chairperson. The Commission filled three vacant seats and hired a new administrative assistant in September.

2013 Highlights

Community Education and Outreach

- Updated its website to increase user friendliness and accessibility.
- Began using Facebook to encourage greater accessibility to members of our community and is pursuing the possibility of obtaining a Twitter account.
- Continued its support of the town's Martin Luther King Celebration.
- Endorsed the Council on Aging's True Story Theatre, "Oral Histories of Arlington, Untold Stories." These are true stories told by real people through drama, dance and music.
- Created a sub-committee to celebrate the 10th anniversary of gay marriage, presented the Bill Shea Every Day Hero Award, and commemorated the 20th anniversary of the AHRC.
- Donated 10 children's books focusing on diversity to the Thompson School Library in honor of long time Commissioner Bill Shea.
- Reestablished the connection between the AHRC and the Massachusetts Association of Human Rights Commissions.
- Hosted a presentation by Jim Nihan, Contract Administrator and Taxi Program Developer for the paratransit taxi program for people with disabilities.
- Supported a weekend retreat for Arlington high school students related to a class on race, society and identity taught by Melanie Konstandakis-Schwartz. A video is sched-

uled to be produced to share with the larger Arlington community possibly via ACMi.

- The Commission purchased the film *Miss Representation* and supporting educational materials. The film, focusing on media portrayals of women and how they influence and affect young people, will be presented in partnership with the Arlington Center for Continuing Education.

Collaboration with Arlington Public Schools (APS) -

Permanently established the school liaison program. Commissioners volunteered to act as liaison to each Arlington school as well as to the METCO program.

Work with Town Government

Worked with Town Manager and discussed the recruitment of Town staff from diverse backgrounds, outreach to business owners with English as a second language.

Incidents and Complaints

The Commission received one formal complaint related to vehicular vandalism and fielded a number of calls from concerned citizens that did not result in formal complaints. The Commission continues to work with the APD and APS to learn of, to track and, when necessary, to address incidents involving graffiti, texting, racist and anti-Semitic speech and threats, and racial profiling when these activities violated human rights.

2014 Goals

- Continue the school liaison program.
- Sponsor an event to commemorate the Bill Shea Everyday Hero Award, the 10th anniversary of the legalization of gay marriage in MA and the 20th anniversary of the AHRC on May 14, 2014.
- Sponsor a viewing of the film *Miss Representation* with a discussion period.
- Sponsor a viewing of the film *Rescue in the Philippines* and a discussion with the film producer.
- Complete an article for the *Arlington Advocate* to commemorate the 20th anniversary of the AHRC and its accomplishments.
- Participate in Town Day.
- Purchase books for Robbins Library in honor of long-time Commissioner Nancy Sweeney.
- Increase collaboration with relevant Town groups and increase outreach to other community groups.

RECREATION

RECREATION DEPARTMENT

In 2013 the Arlington Recreation Department continued to offer a variety of safe, quality programs and facilities for the residents of the Town of Arlington.

The Ed Burns Arena at the Veterans Memorial Sport Complex had 1,934 hours of ice rentals and our public skating attendance numbers were 4,708 adults and 8,225 youth/seniors, excluding seasonal skate passes.

The Department has been committed to providing quality programs, special events, and improvements to its many facilities. New programs offered in 2013 include: Archery, Saturday Night Lights Flag Football, Lego Classes, Toddler Art Classes, Shine Special Needs Soccer Classes, Volleyball Clinic, Expanded Adult Tennis Lessons, Fit Doggie and Me Training and the ICan Shine Learn to Bike program for youth with special needs. Overall the participation numbers in recreational programs have increased from 5,884 participants in 2012 to 7,089 participants in 2013.

Although the summer started out strong because of higher than normal temperatures the Reservoir Beach numbers remained consistent. A total of 1,480 season passes were sold, which is the higher than previous year.

The North Union Spray Pool located adjacent to the Thompson Elementary School was also enjoyed by residents on a daily basis throughout the summer. The North Union Spray Pool continues to be a free service offered by the Department.

Gibbs Gymnasium continued to house a majority of the recreation indoor programs as well as provide indoor birthday party and gym rental options for the Arlington community. The Department oversees the rental of the facility, which currently includes various youth activities and organizations, adult basketball, and soccer. Gibbs Gym again hosted over 100 birthday parties in 2013.

Arlington Recreation collaborates with various Town organizations and recreation centers to offer Town-wide special events. Such events include the Town Day Road Race, Daddy Daughter Dance, Egg Hunt, Halloween and Special Winter Public Skate. This year we continued to offer the successful Special Needs Skate Program with the Arlington Catholic High School Boys' & Girls' Hockey team and their coaching staff. Arlington Recreation proudly held their Sixth Annual Golf Tournament at Hillview Country Club. The tournament was in honor current Park Commission, Chairperson, Leslie Mayer.

Limited outdoor recreational facilities and playing fields continue to be an important issue facing Arlington Recreation. The Department continues to work with both high schools and the Town's many youth sport associations, the Department is crafting policies and procedures to assist in the scheduling and maintenance of Town playing fields. A field summit was held to review the current scheduling assignments and permitting policies. The Department also works with many of the park abutters, neighbors, and friends' organizations on capital projects, perpetual park concerns and maintenance items.



Veteran's Memorial Rink	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013
Ice Rental Hours and Lessons	1,913	2,086	1,859	1,944	1,962	1,934
Stick and Puck & Public Skate Hours	496	552	500	610	622	790
Public Skate #'s-Adult	3,597	3,824	3,979	4,484	4,258	4708
Public Skate Passes #'s-Adult	46	55	58	53	53	31
Public Skate #'s-Child/Sen	8,356	8,597	7,846	8,317	8,411	8,115
Public Skate Passes #'s-Child/Sen	85	92	98	127	79	67
Skate Rentals	2,713	2,597	2,762	3,235	2,959	3,378
Skate Sharpening	932	962	982	1,112	848	691
Skate Sharpening Passes	NA	11	20	15	9	16
Stick and Puck	280	452	557	557	657	1,137

RECREATION

Season	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013
Summer	1,464	1,349	1,634	1,832	1,823	1,165
Fall	913	1,057	920	1,110	1,263	1,862
Winter	764	905	1,506	1,207	2,012	1,236
Spring	544	732	812	772	786	2,826
Total	3,685	4,043	4,872	4,921	5,884	7,089
Reservoir Tags						
Adult Resident	464	352	455	437	437	423
Child Resident	461	346	443	395	395	376
Senior Citizen	67	51	70	71	71	60
Non Resident	31	13	13	24	24	6
Resident Family	358	290	379	340	340	511
Non Resident Family	46	17	34	27	27	30
Resident Family Plus 1	90	59	70	64	64	74
Non Resident Family Plus 1	8	1	3	6	6	0
Total	1,525	1,129	1,467	1,364	1,364	1,480
Reservoir Passes						
Total Daily Passes	4,691	4,482	6,081	4,717	5,730	5,374

*Seasonal fluctuations between FY2012 and FY 2013 are due to a change in reporting software in FY2013.

Arlington Recreation increased the number of participants for its state license to operate an after school program. The Arlington Kid Care program was opened again in September at the Gibbs Gymnasium. There are currently seventy-eight children enrolled in the program. Arlington Recreation will be looking to license its fun school pre-school program. Arlington Recreation began the fun school program for pre-school age youth and had over 40 families participating in the program.

Parks and Recreation Commission

Arlington Recreation continues to manage the capital improvement projects for the Park and Recreation Commission. In 2013 the Florence Avenue Playground was renovated which is adjacent to the Dallin School and the rink purchased a new electric Zamboni.

The Commission began the design process for the renovation of Hibbert Park and the North Union Spray Pool. The Commission also contracted with the Institute of Human Centered Design for an ADA Compliance Study of all properties under their jurisdiction.

2014 Objectives

Arlington Recreation will continue to offer residents quality recreational programming. It is the goal of the Department to increase and improve program offerings every season. The Department will continue to work with users of the Ed Burns arena and Town outdoor playing fields to address the increasing needs of the community. Our financial goal is to continue to be-

come increasingly self-supporting through appropriate fee structuring and program and facility management.

PARK AND RECREATION COMMISSION

In 2013 the Park and Recreation Commission worked closely with Arlington's Recreation Director, Joseph Connelly, and various Town of Arlington organizations and volunteers. The focus of the commission was to improve the Town's public recreation facilities and develop policies that address the increased and varied demand for use of Arlington's open spaces and playing fields. The Commission continued improving parks, playing fields, playgrounds, and open spaces as outlined in its Multi-Year Capital Improvement Plan, developed new policies to address increased user requirements for open space in Town and participated in a variety of committees working to address open space and recreation issues.

Capital Improvements

The process of identifying and implementing capital improvements to open space areas under the jurisdiction of the Park and Recreation Commission involves establishing a priority of need; application for and approval of funding; coordination with user groups and open space advocates; development of plans and specifications by qualified consultants; selection of contractors through the public bid process and construction of the projects. The length of time for each project var-

RECREATION

ies, depending on the availability of funds and complexity of the project.

The main project completed this year was the renovation of the Florence Avenue Playground, in the park adjacent to the Dallin School. The new playground area was laid out along the front side of the park and includes play elements and swings for multiple ages. Exciting, unique features introduced to the playground include a zip line and splash pad. A new welcoming entrance and landscaping was incorporated, and the area that formerly had outdated tot play equipment was left as a grassy area for more passive recreation. The design was done by CBA Architects and construction completed by JNJ Sacca in the fall of 2013.

2014 Capital Projects

In 2014 the Commission is looking to complete three major capital efforts – Hibbert Street Park/Playground, North Union Spray Park and an ADA Study of recreation properties.

The renovation of Hibbert Street Park/Playground looks to replace outdated play equipment and improve the layout and entrances of this small neighborhood “pocket park.” The North Union Spray Park project is focused on total replacement of all water play features and the outdated systems for this recreational asset that is heavily used by many in the warm days of summer. Both projects are being designed by teams from Weston and Sampson and will be completed in 2014.

Working with the Institute for Human Centered Design (IHCD), the ADA study is focused on surveying the Town’s Park and Recreation sites and programs with the following goals:

- Provide an evaluation for the Town Recreation Department of services and programs to determine compliance with ADA regulations;
- Provide an evaluation of Town Park and Recreation Commission facilities, including buildings, playgrounds, fields and parks;
- Prepare a Self Evaluation and Transition Plan that complies with the current ADA standards;
- Establish a grievance procedure and public notice that conforms to ADA/504 requirements;
- Provide the Town with a cost estimate for remediation work required as a result of the evaluations.

Policies and Other Projects

To ensure park protection and reduce disruption to other public uses, the Commission continues to review, define and update policies for its recreational facilities and programs. Policies and forms to request picnics and special events at Arlington’s parks, the field permit



Spy Pond Park

policy, gifts policy and a Town-wide policy on leaving toys and other items at parks, fields and playground were all reviewed and updated in 2013, and the Commission continued to review, refine and monitor the policies for off-leash dogs in certain select parks during the morning hours and at the Thorndike Off-Leash Recreation Area (OLRA). A Policy Handbook of all existing Park & Recreation Commission policies was also published. In 2014, the Commission expects to finalize a policy related to requests for hanging event informational banners, and plans to create policies related to the temporary and permanent installation of art in parks and a standard for park and field entrance signs.

The Commission also works with the many sports groups, “Friends” organizations, and other Committees and Commissions of the Town with an interest in parks, playgrounds and playing fields. In 2013 field users and “Friends of Parks” members, continued to cite maintenance concerns, especially related to erosion of pathways at Spy Pond Park and other parks. In 2014 the Commission and “Friends of Parks” group are planning a fundraising effort to benefit the parks in Town. A survey of residents about the usage, concerns and suggestions for improvements at the Arlington Reservoir revealed the continuing popularity of the beach for family-oriented activities and year-round use as a passive recreation destination and offered many suggestion for improvements that the Commission plans to prioritize in the coming years. Through the efforts of the Friends of Waldo Park, an installation of public art was completed in 2013, and the Commission will be working with members of the Public Arts Committee to host an Art Rocks Menotomy event in 2014.

Finally, in an effort to continue to improve its service to the public, the Commission began meeting twice per month, participated in a self-assessment of its responsibilities and added two Associate Commission Members. An off-site meeting devoted to setting goals and objectives and refinement of the Commissions roles is being held in 2014.

LIBRARIES

ROBBINS AND FOX LIBRARIES

Mission

The Robbins and Fox libraries, known collectively as the Library, are vital community centers that connect people with traditional and technological resources for lifelong learning, intellectual pursuits, and leisure. The Library responds to resident needs with services and activities in a welcoming setting built on a history of free and equal access to information for all.



Assistant Director Andrea Nicolay and Fox Branch Manager Laura Lintz share some great Library resources at the Arlington Farmers Market

Usage

Library	FY 2012 Actual	FY 2013 Actual
Circulation of materials	665,437	671,652
eContent Circulation	8,902	16,418
Interlibrary loans processed	141,439	144,310
Reference questions answered	92,274	97,380
Children's programs	460	448
Adult and YA programs	119	143
New items ordered and processed	20,885	20,422
Visits to Robbins Library	325,550	325,915
Uses of Meeting Rooms	1,053	1,101

The Library experienced the highest circulation in its history in Fiscal Year 2013. The number of visits remained over 325,000 while many residents from home accessed the wealth and variety of resources offered online. The circulation of electronic content, including downloadable ebooks and downloadable audiobooks, almost doubled in Fiscal Year 2013. As in the previous year, residents relied on the Library for its free services as the economy continues to recover. All ages enjoyed

programs, computers for access to the Internet, and electronic databases. Job seekers utilized computers for resume writing, employment opportunities, and on-line job applications. Professional librarians at the Reference Desk, in the Children's Room, and at the Fox Branch assisted the public in meeting their information needs through the Library's book and periodical collections and with electronic resources. Although the Robbins Library continued to be closed Thursday mornings, the public enjoyed Sunday afternoon hours, one of the busiest times at the Robbins Library, made possible with private donations. Staff worked diligently to meet growing demands while maintaining the same high level of excellent service that our community has come to expect from the Library.

Accomplishments

Library administration and staff continued to implement strategic plan goals and otherwise further the mission of the Library.



Adult Services Librarian Vicky Slavin, Director of Libraries Ryan Livergood, and Adult Services Librarian Rebecca Meehan proudly show off the Library's three MLA PR Awards

- Library recorded the highest circulation in its history (671,652).
- The Library Card Sign Up Challenge in February resulted in a 183% increase in new library card registrations versus the previous February.
- Continued to offer very successful summer reading programs for all ages.
- Continued to provide a wide variety of creative children's programs with funding from the Anne Russell Fund.
- Increased the number of both teen and adult programs offered by the library, including programs to assist patrons with accessing downloadable ebooks, several book groups, author visits, and "National Novel Writing Month" programs.

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- Continued our very successful series of programs targeted to adults age 50+ by securing private sponsorship funding from a local business.
- Fox Branch Library circulation increased 16% overall from the previous fiscal year.
- The Library experienced a 12% total increase in new library card registrations versus FY 2012.
- The Robbins Library slate roof replacement project was completed, on time and on budget with limited service impact.
- Working with the Regional Energy Manager for the Town, the Robbins Library modified the lighting system by implementing light sensors and installed a high-efficiency boiler to decrease energy consumption, increase energy efficiency, and reduce costs.
- Head of Circulation Barbara Fulchino was named 2013 Outstanding Paralibrarian of the Year by the Massachusetts Library Association.
- The Library was honored with a number of Massachusetts Library Association PR Awards in 2013, including first for Best Bookmarks (Foreign Film Bookmarks), second for Best Logo (Library Card Sign Up Challenge), and third for Best News Coverage ("The Open Book" Arlington Advocate column).
- Transitioned away from tethered public PCs to public laptops distributed from the laptop lending machine, which improved the level of technology services to the public and enhanced the physical space on the first floor of the Robbins Library to better serve patrons.
- Provided a full year of Friday hours at the Fox Branch Library with funding from the Friends of Fox.
- In collaboration with the Harvard Library Innovation Lab, became just the third public library in the country to launch an Awesome

Box: when patrons interact with an amazing or useful item from the Library and return it to the Awesome Box instead of the normal drop box, that item gets recorded as Awesome via the Robbins Library blog so the community can see what others have found helpful, entertaining, or mind-blowing.

- Continued to utilize social media to promote library programs and services through email announcements, a Facebook account, blogs, Tumblr, and Twitter.
- Reviewed and updated library policies affecting the public.
- Provided books and audiovisual materials, art prints, databases, computer equipment, museum passes and programs for the Robbins and Fox Libraries with funding from the library trust funds, Friends of the Robbins Library, and Friends of the Fox Library.

Services for Adults

Adults and young adults of middle and high school age utilized the services provided by the librarians in the Adult Services Department for school, work, and personal life. The Library continued to staff the Reference Desk whenever the Library was open to the public and tried to provide two librarians whenever possible during busy hours. Sixty-four online databases were provided through municipal funding, the Friends of the Robbins Library, the Minuteman Library Network, the Massachusetts Board of Library Commissioners, and the Massachusetts Library System. The databases reflected a wide variety of subject areas including biography, literature, business, careers, consumerism, downloadable audio, exam and test preparation, genealogy, health, history, language learning, local history, newspapers, politics and scholarly journals. With the public computers in almost constant use, the staff assisted patrons in the use of the Internet, electronic databases, and with computer troubleshooting. In the fall of 2013, the Robbins Library transitioned away from public computers in



Worth the Trip  Robbins Library

Limited parking due to the replacement of the Robbins Library slate roof didn't keep people away. The adult summer reading theme encouraged library patrons to walk, ride, or bus to the Library instead.

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fixed locations to laptops available from the laptop lending machine. Both the Adult Services Department and Technology Librarian assisted members of the community with this transition, which was extremely well received. Several programs were offered on topics such as using ereaders and using Windows 8.

Again the library sponsored a summer reading program for adults with a raffle for gift certificates funded by the Friends of the Robbins Library. The theme in 2013 was “Worth the Trip,” to encourage patrons to walk, ride their bike, or take the bus to the Robbins Library due to limited parking as a result of the Robbins Library slate roof replacement project over the summer.

The ever-popular Speed Read collection provided the opportunity to browse this small collection of new and popular materials for which there was a significant demand. The Library continued its efforts to assist English Language Learners by increasing that collection and offering a quarterly English Language Learners newsletter.

The “Plugged In” series of programs continued through the summer of 2013, providing active adults aged 50+ with the opportunity to remain active, enriched, and connected in the next phase of life. These programs included wellness, different housing options for life after fifty, effective utilization of LinkedIn, dating and relationship, arts and creativity, and volunteerism. The series was funded through the sponsorship of Wassertown Savings Bank.

While the decision was made to shift the eleventh annual Arlington Reads Together program to March of 2014, Arlington residents participated in a mini-Community Read in March of 2013 by celebrating “Gatsby Month.” “Gatsby Month” consisted of a variety of events including a Jazz Age talk, book discussions on F. Scott Fitzgerald’s *The Great Gatsby*, a 1920s game night featuring bridge instruction, and a Gatsby party for all ages complete with refreshments, an AHS jazz quartet, a costume contest, and a Charleston dance lesson from a professional instructor.

Several author programs were enthusiastically received. Poets Jason Roush and Eileen Myles visited the Robbins Library in March. A program discussing the works of Flannery O’Connor was well attended in April. In the fall, author Dorie Clark visited in September to discuss her book *Reinventing You* and Nancy Kricorian visited in October to discuss her book *All the Light There Was*. The Library offered several book clubs, including Guys Book Group, Not-So-Young-Adult Book Group, Queer Book Group (QBG), Robbins Library Book Discussion Group, and Staff Picks Book Group. In November, the Robbins Library once again supported many writers in our community by turning the library into a collaborative space for writers during National Novel Writing Month, also known as “NaNoWriMo,” by hosting several “Come Write In” events. NaNoWriMo concluded

with a “Come Read In” event in early December, providing participants an opportunity to share their work.

The Robbins Library Community Room, the Fox Branch Library Community Room, and the Robbins Library Conference Room were used by over 100 local organizations for a total of 1,101 meetings. In ad-



The Friends of the Robbins Library sponsor many popular events that often take place in the Robbins Library Community Room

dition, the two study rooms were in constant demand by students and tutors and the Local History Room received heavy usage by researchers with Independent Research Cards. The Reading Room continued to be a popular space for rental by citizens for private functions when the library was closed. Many local organizations also took advantage of the Library’s exhibit space in the lobby to publicize their organizations and to present informational displays.

Services for Young Adults

Young adults in grades six through twelve continued to make use of the facility and services. The Reference Desk staff assisted students with class assignments and bibliographic instruction and offered orientations to classes from the Ottoson Middle School. Teens continued to make use of the young adult area, enjoyed the teen blog and borrowed items including books, books on CD, Playaways, and video games. The “Fast 5” reader’s advisory service for young adults started in 2012 remained popular. In addition, a new Robbins Library Teens Tumblr was introduced in 2013. Young adults participated in the programs planned by library staff and the Young Adult Advisory Committee including the Teens Only Book Group, writing workshops, movies, dystopian murder mystery night, the annual Dr. Who party, mala bead and meditation workshop, photojournalism, Bollywood dancing, an outdoor concert, a *Hunger Games* library lockdown, martial arts, teen yoga, a Grease signalong, LGBTQ drop ins, a paranormal presentation, clay mask making, and assisting with the children’s book sale. Teen tech volunteers assisted hundreds of adult patrons solve their technology issues. Teenagers participated in the perhaps the most popular

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teen summer reading program in the history of the Robbins Library, themed "Delve into Dystopia," and had the opportunity to win raffle prizes funded by trust funds and Friends of the Robbins Library. The Library collaborated with the Gay Straight Alliance to host a GSA Halloween Party open to all teens. Multiple copies of titles on the middle and high school summer reading lists were available for students.

Services for Children

Children from infancy to fifth grade enjoyed the materials and programs offered by the Children's Department. Materials included books, magazines, music and books on CD, Playaways, DVDs, CD-ROMs, puppets, and educational toys. Children and parents participated in 448 activities at the Library including story-times in English and Spanish languages, sing-a-longs for infants and toddlers, craft times, toddler programs, workshops, and various performances. The children's librarians offered assistance to children, parents, and teachers in researching homework assignments and for general use of the book collection and the Internet. The public continued to request the very popular graded and subject booklists that are updated and created annually by library staff. The Library continued to prepare Quick Pick boxes with thematic picture books to assist parents who do not have time to browse the shelves.



The public and school libraries continued their cooperative efforts, although the ongoing lack of elementary school librarians continues to negatively impact this partnership. The Robbins Library maintained collaboration with the schools through letters to teachers, attendance at elementary school faculty meetings, assignment support for teachers and students, extended loan periods for teachers, Library tours, and the preparation of curriculum kits. The children's librarians presented book talks in the schools and instruction for classes at the Robbins and Fox Branch libraries as well as preparing the summer reading list titles for the elementary schools. Staff worked with the reading specialists at the schools to support at risk readers in the summer,

presented a mini-class for early education students at Arlington High School and instructed library aides in the elementary schools on matching non-fiction materials with the new Common Core educational initiatives.

Russell Fund

The Library is very fortunate to have the Anne A. Russell Children's Educational and Cultural Enrichment Fund, which sponsors many special programs for children that could not be otherwise afforded. In 2013 these included altered book art, family game nights, craft projects, Boston Museum of Science Animal Invaders, puppet shows, Triveni School of Dance performance, Dia de los Muertos, USS Constitution Museum "A Sailor's Life for Me" program, Thai festival of Loy Krathong, and video game design, just to name a few. Over 1,200 children and adults attended five concerts on the grounds of the Library during the summer. The Russell Fund also finances the very popular infant-toddler sing-a-longs. The fund continued to provide kindergarten packets to children to introduce them to the Library and baby bundle packets to new parents with information on library services for infants and toddlers.



Edith Fox Library and Community Center

Children and adults in East Arlington continued to enjoy branch library services on Tuesdays, Wednesdays, Thursdays, and Fridays at the Fox Library. The Fox continues to be open every Friday thanks to funding from the Friends of Fox. Circulation at the Fox Branch Library was up 16% overall in Fiscal Year 2013 from Fiscal Year 2012, the second year in a row the branch has experienced a double-digit increase in circulation. Children and parents enjoyed a number of wonderful programs, including story times, sing-a-longs, craft programs, drop-in play, a Chinese New Year party, movie night, workshops on how to read to infants, and the summer reading program. Elementary and nursery schools brought classes to the Fox Branch Library for stories and instruction. All ages enjoyed the monthly book displays that highlighted the collection and exhibits from community groups and the schools.

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The Friends of Fox funded new signage for the Fox Branch Library in 2013

Behind the Scenes

Library staff worked diligently to offer quality services to the community. The number of items borrowed from and loaned to other libraries continued to increase. Despite the fact that the public can request items electronically, the staff must still locate the materials and process them for loan and return. The Adult Services, Children's, Fox Branch, and Technical Services Departments selected, ordered, cataloged, and processed 20,422 new items including books, magazines, music CDs, books on CD, DVDs, video games, puppets, and educational toys.



Barbara Fulchino, Head of Circulation (pictured center), was named the 2013 Outstanding Paraprofessional of the Year by the Massachusetts Library Association

The Circulation Department checked out and returned hundreds of thousands of items to the shelves, coordinated the volunteer program, maintained the books in good order on the shelves and shifted collections, updated the periodical list, checked shelves for missing items, and continued to add duplicate barcodes to the front cover of all materials for the statewide automated delivery system. The Library collected over \$54,000 in overdue fines and lost book money in Fiscal Year 2013 that was returned to the general Town fund.

The Technical Services Department processed all new materials, updated the records in the automated catalog, maintained selector accounts, and processed books that need re-binding.

Board of Trustees

The seven-member Board of Trustees continue its commitment to administer the trust funds for the optimum benefit of the community, raise private funds to augment the municipal budget, and advocate for adequate staffing and delivery of essential Library services. Several Board members continued to serve on a Town-wide advisory committee to develop a policy for all Town trust funds. The Board approved funding in FY 2013 for materials for the adult, children's, young adult, and Fox Branch collections. These included reference and circulating books, books on CD, playaways, music CDs, non-fiction DVDs, playaways, foreign language literature, language learning, local history, and art prints. Other services funded included the summer reading programs, activities for children, Community Read, author programs, public relations, volunteer appreciation, and staff development. It also coordinated the efforts to raise private funds in conjunction with the Friends of the Library for Sunday openings from September 2013 to May 2014. Board members participated in Town Day by staffing a table providing information on Library activities and resources.

Barry Memorial Fund

Thanks to the tremendous generosity of the late Evelyn C. Barry and Mary P. Barry, the John F. Barry and Margaret O'C. Barry Memorial Fund, in honor of the donors' parents, was established in late 2011. The terms of the John F. Barry and Margaret O'C. Barry Memorial Fund dictate that the Library Board of Trustees will hold the principal of the fund in perpetuity, only net income shall be used, and no part of said income shall be used to defray, offset, or pay such items as have heretofore been customarily provided for by appropriation of tax revenues. While the Library Board of Trustees did not allocate any net income from the Barry Memorial Fund



Pictured are Heather Calvin, Frank Murphy, Kathy Fennelly, Barbara Muldoon, Joyce Radochia, Adam Delmolino, and Diane Gordon.

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in 2013, they plan on using these funds in the future to reach objectives that will be established when the Library's new strategic plan is complete in 2014.

Arlington Libraries Foundation

Private donors have funded many of the materials and services enjoyed by library visitors in Arlington since 1807. In 1835, the first continuously operating children's library in the United States was established in Arlington by a bequest of \$100 from Dr. Ebenezer Learned. The Arlington Libraries Foundation was established in 2013 to continue the long tradition of supporting the libraries of our community by raising funds. The Foundation seeks to create ways that will build a legacy for the libraries and create ongoing sources of support. These include an annual campaign to support purchases of materials for the Robbins and the Fox libraries, an annual campaign to open the libraries additional hours, creating endowed funds and named funds at the request of donors, and providing a structure for bequests.

Friends of the Library

The Friends of the Robbins Library, with a membership of over 500, continues to assist the Robbins and Fox Branch libraries with programming, fundraising, and advocacy efforts. This vital support group raises supplemental funds for materials and equipment including books and DVDs, audiobooks, music CDs, language learning audiobooks, playaways, children's materials, online databases, website maintenance, and a self-service laptop vending machine. They also sponsor the family museum pass program and provide books and small prizes for the adult, teen, and children's summer reading programs. The Friends conducted a mail solicitation of individuals and businesses to raise funds for library collections. The Friends hosted a wide variety of programs, including performances by the Delvena Theater Company, a silent movie night, and a terrarium workshop, just to name a few. The Friends collaborated with the Arlington Garden Club to once again host Books in Bloom at the Robbins Library in March, a fundraising event featuring gorgeous literary-themed floral displays, local authors, and live music.

The annual Children's/Young Adult book sale, co-sponsored by the Russell Fund, with able assistance from members of the Library's Youth Advisory Board, helped raise needed funds. As part of the Town Day celebration in September book lovers once again flocked to annual book sale. Many visitors also regularly peruse and make purchases from the ongoing book sale on the fourth floor of the Library. The Friends collaborated with the Arlington International Film Festival to host an "October Evening of Passion" fundraiser in the Robbins Library Reading Room to raise funds for both organizations. The rental DVD collection continues to draw many

users to the convenient location on the first floor. The library is very appreciative of the efforts of the Friends Board of Directors and part-time coordinator who plan many activities in support of the library.

The Friends of Fox continue to support the Fox Branch Library with programming and fundraising efforts. They supported the Library by funding Friday hours at the Fox, sing-a-longs, materials, and new signage. The Library is very appreciative of the efforts of the Friends of Fox Board who do so much to support the Fox Branch Library.



One of the many outstanding literary-themed floral displays at Books in Bloom 2013

Acknowledgments

Staff Resignations

After serving more than 40 years as an outstanding Senior Library Assistant in the Technical Services Department, Warren Smith retired in June. Ellen Porretta retired in August after 12 years as the Library's extraordinary bookkeeper, in addition to spending a number of years with both the School and Recreation Departments in Arlington as well. Vicky Slavin, an exceptional Adult Services Librarian, and Louise Crosby, beloved Senior Library Assistant at the Fox Branch Library also retired in 2013. All of these individuals were valuable members of the library team and will be greatly missed.

In memoriam

Page Lindsay passed away in February of 2013. She touched the lives of many in the community as the Fox Branch Librarian for most of her two decades of library service. Page was a strong advocate for the Fox Branch Library. In 2005 she was a recipient of the *New York Times* Librarian Award for her outstanding community service. Her contagious enthusiasm for books and service to the community continued in retirement as she saw to it that homebound patrons in Arlington had plenty to read.

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Donations

In FY2013 citizens, businesses, and organizations donated over \$54,000 for general purposes, materials, and opening of the Robbins Library on Sundays. The Library acknowledges with appreciation these gifts that allow for the purchase of books and audiovisual materials, which would be unaffordable through the municipal budget alone. As in previous years the programs and services of the Anne A. Russell Educational and Cultural Enrichment Fund have enriched the community. The Library is also grateful to Arlington resident Richard Duffy who continued to donate the profits from the sale of his book, *Arlington Then and Now*, to the Library.

The Friends of Robbins donated over \$81,000 to the Robbins and Fox libraries for programs, membership to fifteen museums, library materials, technology, Community Read, equipment, shelving and raffle prizes for the summer reading program.

The Library is grateful to the Friends of Fox Library and the volunteers at the Little Fox Children's Clothing store for funding all day Fridays at the Fox Library and for children's programs and shelving.

Volunteers

Again this year the Library system benefited from the work of dedicated volunteers. The Library staff is grateful for the contributions made by volunteers who donated over 3,400 hours assisting with many aspects of Library operations. Beverley Brinkerhoff and the late Page Lindsay gave significant hours to operate the important homebound delivery program. Also deserving of special note is Anne Honeycutt who has facilitated the popular book discussion group for nearly twenty years. Liz Eagan, Dinesh Gupta, James Milan, Andrew Fischer, and Richard McElroy maintained the ongoing Friends of the Library book sale on the fourth floor.



Friends of the Robbins Library Board Members proudly display their library cards to promote the Library Sign Up Card Challenge.

Volunteers assisting at the Robbins Library in a variety of capacities were: Kecia Ali, Rick Beeny, Priscilla Boisvert, Juli Brazile, Jennifer Davis Kay, Catherine Farrell, Kara Gallant, Heidi Gilliam, Karen Gra-

ham, Aileen Grunder, Mike Grunder, Nancy Jenkins, Michael Kelleher, Mary Kokaras, Donald Mugnai, Dolores Schueler, Allan Schramm, Priscilla Shute, William Stein, Matt Olsen, Max Litvinof, and Judith Sullivan. The Library also acknowledges the efforts of the following students, many of whom volunteered at the Robbins Library to fulfill their community service requirements for high school: Grace and Sara Gutierrez, George Chiang, Susanna Faas-Bush, Max Hardcastle, Risa Komatsu, Augustin Lee, Owen Niles, Tomomi Yoshida, and Ziwei Wang.



The Fox Branch Library is grateful to volunteers Debbie Hayes, Joanne Burns, Joanne Piepol, Katarina Seipel, and teen volunteer Grace Hoglund for their efforts. Special recognition is given to Little Fox Shop Founder Susan Dorson and her crew of 20 volunteers who staff the Little Fox Shop at the Fox Library.

Library administration and Trustees are very grateful to the Friends of the Robbins Library Board members for all their support: Sally Naish (chair), Amy McElroy (coordinator), Andrew Fischer, Betsy Singer, James Milan, John J. Gearin, Judi Paradis, Nancy Knoff, Skye Stewart, Stephanie Miserlis, Susi Barbarossa, Timothy Wilson, and Richard McElroy.

Library administration and Trustees are also very grateful to the Friends of Fox Library Board members for all of their support: Paul Benoit, Pam DiBona, Susan Dorson, Amy Ellentuck, Jim Foster, Elizabeth Halley, Jack Hurd, Hilary Rappaport, Scott Weaver, and Shunsuke Yamaguchi.

Library administration and Trustees are also very grateful to the Arlington Libraries Foundation Board members for all of their support: Ethel Doyle (*Chair*), Mary Ellen Bilafer Bache (*Treasurer*), Maryellen Loud (*Recording Secretary*), Susan Murie (*Corresponding Secretary*), Richard A. Duffy, Leah Eggers, Kathryn Gandek-Tighe, Martha Parravano, Allen Reedy, and Laura Wiener.

The library is also appreciative to the many volunteers assisting with the Town Day and Children's book sales. Town Day book sale volunteers include Wendy Watson, Susi Barbarossa, Carole Burns, Sally Naish, Tim Wilson, Nancy Knoff, Bonnie Echmalian, Sheila

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O'Donnell, Judy Lavine, Helene Cornelius, Katharine Jones, Bonnie Echmalian, Therese Henderson, Judi Paradis, Skye Stewart, Julia Harris, Annmarie Ostrowski, Janice St. Clair, Agnes Bayer-Kiss, Susanne Blair & Colin Blair, Betsy Singer, James Milan, Jean Rosenberg, Steph Miserlis, Janice Zazinski, Tommy Barvick, Amy McElroy, Andrew Fischer, and Harmony Browning. Children's book sale volunteers include Hanna Ali, Brianna Maund, Katie Barvick, James Milan, Anne Higgins, Harmony Browning, Melanie Davis-Kay, Judi Paradis, Susi Barbarossa, Agnes Bayer-Kiss, and Amy McElroy.

Future Goals

The Library will use feedback from the FY 2014 strategic planning process as a guide for various initiatives, including:

- Improve programs and services offered to the community.
- Continue efforts to ensure that the library provides a welcoming, useful and aesthetically pleasing environment.
- Increase programs for children, teens and adults that reflect their needs, interests and expectations.
- Continue to secure funding for the Plugged In series that offers programs targeted at adults age 50+.

- Conduct a study of library configuration to improve the layout of collections and services.
- Evaluate existing procedures for the selection, ordering and processing of items for the library collection to ensure efficiency.
- Expand efforts to form partnerships with community organizations.
- Continue to implement strategies including social media to market library resources and services.
- Complete the project to digitize a portion of our local history collection through the support of the Digital Commonwealth.
- Move forward with innovative, high value computer/electronic services utilizing effective technologies to improve staff productivity and customer service, including the implementation of RFID at the Fox Branch Library.
- Continue to provide support to the Robbins Library Foundation that was established in 2013 to develop and conduct a comprehensive fundraising campaign.
- Continue to work with the Friends of Fox to secure private funding to supplement the municipal budget.



The Friends of Robbins collaborated with the Arlington International Film Festival to host an "Evening of Passion at the Library" fundraiser.

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ARLINGTON PUBLIC SCHOOLS 2012-2013 ANNUAL REPORT

The tradition of excellence in the classroom, performing and visual arts, and athletics continued in the 2012-2013 school year. Motivated students, great teachers, dedicated administrators, involved parents, and a supportive community made this possible. This year continued the focus of building on past successes and moving forward on the four district goals. The results of our efforts include:

Clear expectations for what every child should know and be able to do (standards based education) continued to be refined and integrated into daily life in the classroom. District-wide common assessments in mathematics, English, and writing helped teachers pace their instruction and inform them which students had mastered the skills and content and those who needed further instruction. Work continued to align the English Language Arts Curriculum and the Mathematics Curriculum to the Common Core. The newer version of *Investigations in Number, Data and Space* was implemented in grades 4 and 5 as the core mathematics curriculum. The newer edition is more closely aligned with the Common Core State Standards than was the older edition. Developed at TERC in Cambridge, *Investigations* is a complete K-5 mathematics curriculum that is the main resource for the mathematics curriculum in the elementary schools. The District's intensive reading program, which focuses on early intervention and intensive support for struggling readers, demonstrated continued success in its seventh year of implementation. All K-5 students were assessed during the school year. Data from these assessments determined the level of support provided for students not meeting benchmark standards. This initiative has helped many more students read at grade level. In June, 95% of students in Grade 5 were reading at grade-level benchmarks. At all levels, teachers and administrators focused on incorporating 21st century skills into every classroom. While the content of what is taught remained in place, greater emphasis on team work, working in a multicultural global society, hard work, communication skills, creative problem-solving, and the ability to evaluate and synthesize information was emphasized.

The Arlington Public Schools' curriculum at all levels included music, art, and physical education. Elementary students were able to elect instrumental music classes, which are fee-based, beginning with strings in Grade 3 and woodwinds and brass in Grade 4. The district-wide Select Chorus was an after-school option at Grades 4 and 5. At the secondary level, band, orchestra, and chorus programs were available to all stu-



dents. The Athletic Program at the high school, which was fee-based, included the choice of 18 sports at different levels for both genders.

MCAS results indicate that Arlington is a high achieving district with moderate to high student growth. The majority of the district grade level scores on the MCAS were in the top 15% in the state. A number of the district's elementary schools received outstanding scores in English Language Arts (ELA), with two schools placing in the top 10% statewide in Grade 3 and four schools placing in the top 10% in Grade 5. Similar notable results were achieved in Mathematics at the elementary level with one school placing in the top 5% in Grade 3 and three schools placing in the top 8% in Grade 5. Students in Grade 5 in all seven elementary schools placed at least in the top 12% in the state in the area of science and technology.

Arlington students continue to score well at the middle and high school levels on MCAS. Ottoson Middle School students scored in the top 16% or better in all grades in ELA; 18% or better in all grades in Mathematics; and, 9% in Grade 8 Science and Technology. At Arlington High School, students consistently scored higher than the state with 98% of the students scoring at the Proficient or Advanced level in ELA; 92% in Mathematics; and, 89% in Science. The pass rate in tenth grade is 99% in ELA; 98% in Mathematics; and, 99% in Science. By twelfth grade the pass rate is 100%.

Since the fee-based all-day Kindergarten program was introduced in 1997, it has been a goal of the District to eliminate the fee. Due a change in the Chapter 70 formula, which determines the amount of state aid a town receives for education, and the support given by the Town of Arlington and its Finance Committee, the goal of no fee was realized this year. The benefits of full-day Kindergarten are understood by parents and educators. The additional time in the classroom en-

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ables more learning in both mathematics and reading, supporting the rigor of the English Language Arts and Mathematics Common State Core Standards for Kindergarten, as well as providing more time in the classroom for writing and for students to engage in more conversations, learning listening and articulation skills, thus building a strong foundation for academic achievement in the primary and middle school years.

Teachers participated in extensive professional development both during the summer and school year, which included the elementary Mathematics and Reading Mentor Induction Program, the Mentoring Program for all new teachers, out-of-district conferences and programs, and in-district programs to deepen content knowledge, instructional pedagogy and all aspects of the bullying legislation. Teachers at all levels benefited from programs and course offerings through our *Primary Source* membership, which was funded in part through a grant from the Arlington Educational Foundation (AEF). The District continued its participation in the *Teachers As Scholars Program*, which provides teachers with content-rich professional development programs. Taking advantage of the opportunity to improve their understanding and teaching of mathematics, twenty-two K-8 teachers, along with three Principals, attended a two-week MMI Math Institute in August. This intensive program was sponsored and hosted by Raytheon BBN Technologies at their headquarters in Fresh Pond, in conjunction with Boston University's Focus on Mathematics. Third grade teachers participated in the Museum of Science Engineering is Elementary program.

Grants received by the District supported the expansion of technology, curriculum initiatives and professional development. Arlington Educational Foundation (AEF) funded two Development & Expansion Grants to purchase the Museum of Science *Engineering is Elementary* curriculum units for grades 1-3. The second grant was *Integrating Student Response Systems to Tailor Teaching for Effective Student Learning* that allows students to respond anonymously to teacher questions, which informs the teacher's awareness of student understanding and enables him/her to address misconceptions in the classroom in a timely fashion. AEF provided Ottoson Middle School for the second year with a School Improvement Grant to support the work of faculty and staff who serve on the Leadership Team as it designs a roadmap for creating and implementing a shared vision of instruction, student learning, and school culture. The \$1 million 3-year federal *Teaching American History* grant that was in its third year (Arlington as the leader of a collaborative of seven districts participating in the grant) provided very high quality professional development for social studies and

history teachers grades K-12 and classroom materials for grades 3-12. Through a grant from the US Department of State's Teachers of Critical Languages Program, Arlington High School for the second year hosted a teacher from China - this year from Mianyang City, Sichuan who taught Mandarin Chinese courses at the high school and worked with the Social Studies teachers at Ottoson to enhance the curriculum in areas of Chinese history, culture and geography. The Mandarin Chinese Language Program was also supported from an anonymous grant from a resident of Arlington.

The Arlington Public Schools (APS) applied for and received a \$1.1 million, three-year grant from the U.S. Department of Education. This grant is funding Project S.U.C.C.E.S.S (Schools Uniting and Coordinating Counseling in Elementary School Settings), an initiative to increase counseling services in the elementary schools. The design of intervention focuses on the vital role played by school counselors and mental health professionals in ensuring that students are ready to learn. The grant enables APS to offer the types of supports that result in positive approaches to the challenging situations students sometime face. Quality, comprehensive counseling services at the elementary level are known to increase achievement and narrow achievement gaps. With 12% low-income, 12% English Language Learners, and 15% Special Education students, Arlington has a number of children who have consistently scored below the general population on the Reading and Mathematics assessments of the MCAS. This grant will help to narrow the achievement gap.

The Technology Plan was further implemented this year by increasing technology hardware, including LCD projectors, in all schools and providing wireless access in all schools. Mobile carts carrying 30 iPads each were piloted at Stratton, Bishop, Hardy and Thompson. These acquisitions and infrastructure improvements were part of the APS Technology Plan implementation, an initiative designed to expand and implement technology tools that support 21st century learning.

Construction of the new Thompson School began in the Spring 2012 and was completed prior to the 2013-2014 school year.

The School Committee unanimously approved a redistricting plan for the elementary schools that was recommended by the Redistricting Advisory Committee following an inclusive community dialogue that began in November 2011 to address enrollment imbalances in our elementary schools and to ensure that the Thompson School achieved its projected enrollment. Implementation guidelines were approved by the School

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Committee in November 2012. Implementation of the Redistricting Plan occurred in the 2013-2014 school year in time for the Thompson School opening.



Thompson Elementary School

Arlington High School was named to the College Board's AP District Honor Roll for the third consecutive year. This distinction recognizes districts who have expanded access to the Advanced Placement curriculum to more of their students, while simultaneously maintaining or improving the percent of students scoring 3 or higher on the exams. The high school was ranked #25 in the state by U.S News. Only 15 regular public high schools in the state were ranked higher than AHS. The others in the top 25 were charter and exam schools. Eighteen students at Arlington High School were named National Merit Commended Scholars in the 2013 National Merit Scholarship Program, and three students qualified as Semifinalists. These distinctions place them in the top 3% of the approximately 1.5 million U.S high school students who participated in the October 2011 Preliminary SAT/National Merit Scholarship.

The schools continued to work in partnership with the Police, Town, and the community to insure consistent and coordinated responses to inappropriate student behaviors. The Diversion Program started in 2006, which focuses on restitution and rehabilitation for first time, non-violent behavior, has proven to be an effective model. The APS partnered again this year with community and nonprofit organizations to provide more options for counseling services. Meeting the social and emotional needs of children is as high a priority as meeting the academic needs of our students. The Parent Forum series continued again this year, free to all parents and community members. These forums included a variety of topics, such as Bullying Prevention, Sexuality, Transitions, Behavior Management, Anxiety, and The College Application Process.

The Town has made a substantial investment in

our school buildings. The District continued to improve and streamline the maintenance of these buildings. Efforts are underway to develop a multi-year maintenance plan.

The Arlington Public Schools have a team of talented professionals working together towards our shared vision: All students will achieve at their full social, emotional, creative, and academic potential, and will be prepared for higher level academics, workforce success, active citizenship, and life-long learning.

The 2012-2013 District Goals approved by the School Committee are as follows:

Goal I – Student Achievement

The Arlington Public Schools will ensure that every graduate is prepared to enter and complete a post-secondary degree program, pursue a career, and be an active citizen in an ever-changing world by offering a rigorous, comprehensive, standards-based and data-driven K-12 system of curriculum, instruction, and assessment that integrates social, emotional, and wellness support.

- Using Atlas Rubicon software, complete the alignment of the APS curriculum with the Common Core State Standards (CCSS) in English Language Arts (ELA)/Literacy and Mathematics and develop new curriculum maps in preparation for full transition to the CCSS in 2013-2014.
- Reduce the achievement gap by attaining an annual PPI score of 75 or greater for high needs students at every school.
- Improve student achievement by attaining a Student Growth Percentile of 51 or greater at each grade level in English Language Arts and Mathematics.
- Create or identify two common assessments at every level in all disciplines to measure student progress in order to maintain high expectations for learning, teacher consistency, and a common focus on instruction.

Goal II – Staff Excellence and Professional Development

The Arlington Public Schools will recruit, hire, retain, and build the capacity of a diverse staff to be excellent teachers and administrators by providing high quality professional development aligned to needs, instructional support, coaching, and an evaluation framework that fosters continuous improvement.

- Working with the Arlington Teachers Association (AEA) and the Arlington Administrators

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Association (AAA), create and ratify an educator evaluation system consistent with the new DESE guidelines, to be implemented in 2013-2014.

- Provide at least four professional development experiences over the year to support teachers and administrators in future implementation of the new educator evaluation system.
- Provide every teacher and specialist with at least one professional development experience designed to deepen their knowledge of content and differentiation strategies.
- Provide professional development for teachers and administrators on iPad technology and instructional integration of technology to improve teaching and learning.

Goal III – Resources, Infrastructure, and Educational Environment

The Arlington Public Schools will offer a cost effective education that maximizes the impact of taxpayer dollars and utilizes best practices, academic research, and rigorous self-evaluation to provide students and staff the resources, materials and infrastructure required for optimum teaching and learning in a safe and healthy environment.

- Develop a needs statement and potential actions that addresses planning for the future of the Arlington Public Schools, with emphasis on AHS, OMS, Stratton and the Preschool.
- Complete the non-construction planning and purchases, which includes furniture and technology infrastructure, and the relocation plan for the new Thompson Elementary School.
- Implement an automated system (Aesop) for requesting and assigning substitute teachers and attendance reporting.
- Implement state health regulations outlined in the Healthy Hunger-Free For Kids Act (HHFKA) and school nutrition standards and develop a School Committee policy by June that is aligned with the regulations.

Goal IV – Operations, Communication, and Stakeholder Engagement

The Arlington Public Schools will be run smoothly, efficiently, and professionally. The district will operate transparently and engage in effective collaboration and responsive communication with all stakeholders. It will provide timely, accurate data to support financial decision-making, envisioning of the district's future, and long-range planning in partnership with other Town officials. Through these actions it will create broad support for a high quality education system that is the commu-

nity's most valuable asset.

- The goals shall be revised from time-to-time by the School Committee to reflect the changing strategies of the Arlington Public Schools
- Develop a centralized registration process for all new students that incorporates School Committee approved redistricting guidelines and is widely communicated to all stakeholders.
- Conduct and report the results of a survey of Arlington residents to evaluate the two-way communication of APS.

MINUTEMAN REGIONAL VOCATIONAL TECHNICAL SCHOOL DISTRICT



About Minuteman

Minuteman is a four-year public high school in Lexington, Massachusetts founded in the Career and Technical Education tradition. Minuteman serves the member towns of: Acton, Arlington, Belmont, Bolton, Boxborough, Carlisle, Concord, Dover, Lancaster, Lexington, Lincoln, Needham, Stow, Sudbury, Wayland, and Weston and teaches more than 700 diverse young men and women from local communities across eastern Massachusetts. Minuteman is a Revolution in Learning, preparing every student for success in college, industry, and life.

Arlington Enrollment

As of October 1, 2013, one-hundred fifty-six (156) high school students and twelve (12) post graduate students were enrolled at Minuteman from Arlington providing a full-time equivalent (FTE) of one-hundred sixty-eight (168) residents of Arlington.

While attending Minuteman, these students receive a number of benefits:

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Experience the Modern American High School.

Minuteman offers a distinctly modern learning experience where students venture beyond a traditional high school curriculum to explore their interests and discover their passion, whether that's Bio-technology, Robotics, Environmental Technology, or something else entirely from among our twenty majors.

Believe in Yourself.

Students graduate from Minuteman with an enduring self-confidence that they can achieve anything they set out to do, no matter how high the hurdle, how long the road, how loud the skeptics.

Prepare for College and Life.

Minuteman equips students with the academic foundation and study skills to succeed in college *and* the industry certifications and acumen to succeed in business, affording every student a unique flexibility upon graduation to pursue their dreams.

Learn from Experts.

Minuteman's teachers are demonstrated experts in their respective fields, injecting a depth of knowledge and experience into their classes that is rarely found in public or private schools

Be More Than Just Another Student.

There is no such thing as "just another student" at Minuteman – instead, teachers and staff personally invest themselves in truly knowing each student and working closely with them to realize their full, individual potential.

Make a Fresh Start.

From their very first day of school, Minuteman students are given the opportunity to make a fresh start among new friends and new teachers who will see them as they are and not as who they once were.

Arlington High School and Minuteman Half Day Program

Minuteman offers a unique program allowing juniors and seniors, who have passed the MCAS, enrollment on a half day-every day basis in a career major. This allows a student to graduate from Arlington High School *and* receive a competency certificate from Minuteman. Currently, no Arlington students participate.

Minuteman offers technical training programs to adults who are looking for rewarding jobs in high demand careers. Adults may apply to the Minuteman Technical Institute programs to hone skills in a technical area, retrain for new employment, or learn new technical skills for the first time.

2013 Arlington SkillsUSA Medalists

Student	Competition	Medal Awarded
Jonathan Bihari	Automotive Technology	Gold
Christopher Smith	Carpentry	Gold
Madeline Bransford	Cosmetology Under 500	Silver
Farhad Birjandi	Mechatronics	Gold
Nicole Bazarian	Nurse Assisting	Gold
Richard Cain	Residential Wiring	Bronze
John O'Brien	Residential Wiring	Silver
Rita Kambil	Robotics and Automation	Gold
Solomon Rubin	Web Design	Gold

2013 Arlington Graduates and Awards

Student	Program	Awards
Anthony Adams	Metal Fabrication	Academic Achievement Awards Portfolio Awards, MPA Scholarships Student Leadership Award, Senior Class Spirit and Dedication Award
Vincent Camaioni	Electrical Wiring	
Danielle Chambers	Health Assisting	
Marissa Estrada	Culinary Arts / Baking	Career Program Awards – Culinary Arts Department of the Army Award Francis Koppeis Wayside Inn Memorial Award Minuteman Gourmet Club Scholarship
Steven Hersey	Electrical Wiring	
Kylee Holder	Marketing	Career Program Awards – Marketing Friends of Minuteman Awards
Katerina Krepelka	Metal Fabrication	
Vladimir Marcoux	Automotive Technology	
Kevin Melin	Graphic Communications	
Andrew Nicoll	Carpentry	
John O'Brien	Electrical Wiring	
Anthony Senesi	Environmental Science	Felicia M. DeLorenzo Scholarship Foundation, Minuteman Players Drama Club Award

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William Smith II	Culinary Arts / Baking	Bryan Lounsbury Memorial Award, Minuteman Players Drama Club Award, MPA Scholarships - Human Business & Commercial Service Cluster Awards, Paul Johnson Memorial Award, Vocational Technical Excellence Certificate
Ian Smith	Environmental Science	Academic Achievement Awards – Science, Arlington Dollars for Scholars Arlington Rotary Club Award, Career Program Awards – Environmental Science Friends of Minuteman Awards MPA Scholarships – Bio-Science Engineering Cluster Award, Paul Alphen Science Award, Samuel Nigro Trust Scholarship
Vanessa Turner	Graphic Communications	Richard Trzpacz Graphic Arts Award
Kelsey Wakelin	Environmental Science	John Hayward Memorial Scholarship
Lisa Willms	Culinary Arts / Baking	Bonnie Hilla Memorial Award, Cambridge Savings Bank Award, Minuteman Players Drama Club Award, Norman Myerow Memorial Award, Roger Eleftherakis Memorial Scholarship,
Jackson Yip	Environmental Science	Minuteman Community Service Committee Award

Regional Agreement

A draft Regional Agreement has been created and will be presented for approval at member community town meetings. This draft was developed over a period of months as a result of receiving a DESE Grant for the study of Minuteman’s long-term sustainability as a Regional Vocational High School.

Capital Projects

MSBA Update: Minuteman is currently in the midst of Module 3 of the MSBA process, the Feasibility Study, as authorized in June 2010 on the Building Improvement Program. In conducting this study, the professional team including SKANSKA, as the Owner’s Project Manager, and Kaestle Boos Associates, as the designer, have been working closely with the School Building Committee and the MSBA. This design team has submitted a Preliminary Design Program to the

MSBA containing six proposals for renovating the current facility or constructing a new one. As part of the MSBA process the Education Plan Task Force formed by the School Committee formulated program offerings based on enrollments of either 435 or 800 students. The projected date for MSBA Board approval of the Schematic Design/Final Program is September, 2014, to align with the District’s need to receive feedback from the 16 member communities on the draft amendment to the Regional Agreement.

Curriculum and Instruction

Since 2008, all 9th grade students to have English and Math every day, rather than a “week-on-week-off” schedule, thus providing more consistent and concentrated instruction as well as project-based learning. The first-time pass rates on MCAS remain high across all disciplines including a 100% passing rate in ELA in 2013.

As part of our Revolution in Learning, we want every Minuteman student to fully explore their interests and discover their passion. Minuteman offers more than twenty different majors categorized into three clusters: Bio-Science/Engineering, Human & Commercial Services, and Trades & Transportation. The Educational Program planning process has identified potential new programs that offer students increased choices in career majors, including Criminal Justice, Entertainment Engineering, and Dental Assisting.

Each student graduates with the OSHA 10 Safety Certification. In addition, during the CTE week, juniors and seniors participate in an Entrepreneur Class. Prior to commencement, seniors are required to produce a comprehensive Business Plan related to their career major.

In 2012-2013, Minuteman instituted its first Advanced Placement course offering: English Literature and Composition. This year, Minuteman added Calculus A-B.

In 2012-2013, written mid-term exams and project-based finals were given across every Career and Technical Education program.

Professional Development

Minuteman teachers continue to control much of the context for their professional development. Teachers pursue academic and Career and Technical Education (CTE) goals that emphasize formative assessment practices and common summative assessments. Teachers use common planning time to meet and review student work and adjust the curriculum and instruction as needed. Teacher-to-teacher professional conversations are conducted at least twice per year according to protocols derived from the National School Reform Faculty model. More and more, Executive Function strategies and techniques are being ad-

opted toward the development of a specific Minuteman approach to: student organization, note-taking, unit presentation, and study skills. Academic-Career and Technical curriculum integration results in lessons and student work that feature the application of academic skills in the CTE context and vice versa. That integration lends itself to students' developing and practicing 21st century skills (reading, writing, speaking, listening, collaborating, researching, and presenting). The integration of technology to enhance student learning is an on-going commitment. Finally, this year professional development will again be focused on the new DESE model teacher evaluation system, which requires the development of individual and team goals following the SMART model (Specific and Strategic; Measurable; Action-oriented; Rigorous, Realistic, and Results oriented; and Timed). To enhance to the implementation of the new evaluation system and to ensure consistency, a total of fifteen Minuteman staff (teacher leaders and administrators) completed the Organizing and Analyzing Teaching course. This past summer, five teachers began the Skillful Teacher course in collaboration with the staff at Greater Lawrence Regional Technical School. Both offerings are presented by Research for Better Teaching.

Student Access, Participation and Support

An Executive Function initiative was launched in 2010. Led by our reading specialist, we have expanded our efforts to include study skills, pre-reading strategies, and unit re-organization to help students with resources to develop habits and techniques to enhance their planning and organization skills.

Minuteman continues to support a full-time Reading Specialist. In addition to working with the students on his own caseload, he consults with academic and CTE teachers toward the development and application of a school-wide reading program.

The Special Education Department continuously develops individualized programs and provides services so that all our students succeed. We focus on teaching students about the nature of their disability and their Individualized Education Program. The Special Education department successfully implemented the Student Learning Center (SLC), which allows students to understand their disability, develop skills, and techniques to minimize the impact of that disability, and promote independence and personal responsibility. The SLC also

supports the transition to post-secondary education, by following a model of service delivery that is popular among most colleges and universities in the United States.

The Music and Art department continue to grow. Most recently, two students were accepted to the Massachusetts Music Educator's Association Northeast District Chorus; one of whom also received an All State Chorus recommendation. We have also initiated a select chorus. The Visual Arts Department offers 8 different elective courses including traditional studio courses and Digital Photography to over 200 students. Student work has been displayed in various communities including Lexington, Carlisle, Arlington and Watertown. Recent graduates have been accepted at MassArt, Savannah College of Art and Design, Lesley University, New Hampshire Institute of Art and Art Institutes of Boston. The program continues to grow as student interest and enthusiasm is high.

Minuteman offers 16 sports with three levels (Varsity, Junior Varsity and Freshman) throughout the school year. Over the past 12 years the number of participants has doubled in many of the sports offered. The athletic department is also looking to expand to include a track team. Students are offered more than 20 clubs and activities. Success of the Athletic teams has been outstanding within the past few years as students are winning awards and competitions. Minuteman has been participating in the Vocational and MIAA State tournaments. This past Fall season Cross Country runners qualified for the Vocational tournament, the golf team competed in the individual Vocational tournament, the Girls Soccer team qualified and competed in the Vocational tournament (losing in the Quarterfinals) and also competed in the MIAA State tournament, and the Minuteman Football team competed and was runner-up in the Vocational Superbowl.

The Minuteman Parent Association (MPA) meets monthly and supports all aspects of the Minuteman community. In addition, the Grant-a-Wish program supports numerous initiatives and incentives for student achievement.

Recognition of Alumni and Other Significant Members of the Minuteman Community

The second class of the Minuteman Hall of Fame was inducted last fall, and the second class was announced for inclusion October 2013.



CULTURAL AND HISTORICAL ACTIVITIES

ARLINGTON CULTURAL COUNCIL



The Arlington Cultural Council (ACC) is a local council of the Massachusetts Cultural Council (MCC), a state agency, consisting of resident volunteers appointed by the Arlington Board of Selectmen for three-year terms. Council members, who may serve for as many as two consecutive terms, are charged with the responsibility of supporting and encouraging the arts, humanities, and interpretive sciences in Arlington, primarily through the annual distribution of state allocated funds to applicants through a competitive grant process.

Though much of its business is related to grant cycle activities, occurring September through December, ACC is active year-round. The ACC generally meets on the second Monday of each month. All meetings are announced in advance and are open to the general public. During 2013 most meetings took place on the fourth floor of the Robbins Library in the conference room, with occasional meetings at the Senior Center and Jefferson Cutter House.

On April 9th the ACC honored the 2013 Grant Recipients at a reception at the Arlington Center for the Arts with refreshments, art displays, and speakers. This reception had the theme, "public participation in the arts" and there was a special table labeled "Call for Participants" that helped to articulate this theme. The table featured literature from other arts organizations, committees and public art projects, and a MASS Creative representative attended and spoke about advocacy specifically. About 70 guests - including grant recipients, government representatives, cultural organizations, and Arlington residents - attended the reception. Entertainment was provided by musicians who were part of the 2013 A-Town Jazz Fest, one of the 2013 Council grantees. Co-Chairs Stephanie Marlin-Curiel and Eliza Burden welcomed the guests, acknowledged the attendance of many of the Town's cultural organizations, and introduced this year's grant recipients. Senator Donnelly also addressed the group, and each grant recipient received a citation from the Massachusetts House of Representatives, arranged by Representative Garballey.

In September, the ACC participated in the annual Town Day celebration and the Council also highlighted recent grantees. Puppeteer Margaret Moody brought her puppets and did a short performance, and volunteers from AIFF and True Story Theater also distributed literature, and were available to answer questions. Council members distributed current grant applications and guidelines, encouraged attendance at the upcoming grant-writing workshop, and provided information about upcoming arts events.



Cultural Council Grant Awards

The ACC offered a free grant-writing workshop on September 25th for those planning to apply for funds by the application deadline of October 15th. At the workshop, ACC members presented the basics about applying for a grant and offered attendees the opportunity to ask questions about the grant application process. By October 15th, ACC had received a total of 27 grant applications, from schools, individual artists, cultural groups, and even a current Arlington High School student. Requests for funds totaled nearly \$26,000. Following the application deadline, applicants were invited to a public session on November 7th and 8th that provided an opportunity for them to elaborate on their projects.

On November 18th, the ACC held a day-long deliberation meeting to decide which applications would be funded. Funds available for allocation by the ACC totaled \$12,000. Deliberations resulted in 17 grants being awarded by the ACC: Applicants not receiving funds were notified by November 30th, and those receiving funds were notified in January 2014 (as directed by the MCC).

2014 Grant Recipients

Samantha Fleishman	1,600
Gail McCormick	500
Kevin Duffy	600
Arlington Public Art	1,000
Scott Samenfeld	500
Linda Shoemaker	500
Arlington Int. Film Fest	1,200
Delvena Theater	400
A-TED	1,000
True Story Theater	750
Arlington Children's Theater	250
Todd Brunel	500
Leslie Havens	400
Kendall Dudley	600
Ethan Kaczowka	500
Marc Gurton	500
Luminarium Dance Co	1,200

The ACC is pleased to report that a variety of cultural events occurred in Arlington during 2013 that were

CULTURAL AND HISTORICAL ACTIVITIES

funded by, or in part by, the ACC. Highlights included a sculpture project at Waldo Park, the Arlington Alive Block Party, Chairful Where You Sit, and history projects involving the Old Schwamb Mill and the Dallin Museum. The project funded for the Arlington International Film Festival received a Gold Star Award from the Massachusetts Cultural Council.

Plans for 2014 include the annual "Celebration of Arts and Culture" which will be held at the Arlington Friends of the Drama on Monday April 7th, a Town Day booth in September, and the annual Grant Cycle, with 2015 grant applications due on October 15, 2014.



CULTURAL COMMISSION

The Arlington Cultural Commission was originally established under Article 21 of Town Meeting in 1993, but was not populated at the time. Following the Arlington Alive meeting of cultural organizations, business, artists, residents and town members in June 2012, which called for a central leadership body on arts and culture, Jane Howard of Vision 2020 and Adria Arch approached the Town Manager to say it was now time to people this Commission.

Seven members were appointed and the first meeting of the Cultural Commission took place on March 7th. The primary purpose of the Commission is to advocate for arts and cultural opportunities throughout the Town and advise the Town on matters of a cultural and artistic nature (Section 2A and B).

The following have been the Commission's activities over the past year.

Mission Statement

The Arlington Cultural Commission has developed the following mission statement:

The mission of the Arlington Cultural Commission is to serve as a vocal and visible advocate for arts and culture in Arlington and advise the Board of Selectmen regarding all matters of a cultural or artistic nature in the Town.

Public Art Policy Development

At the request of the Board of Selectmen, the Commission convened a meeting to address concerns about the removal of the mural at the Bus Depot in Arlington Heights. Attending were the principal artist as well as a representative of Dearborn Academy students who together had created the mural in 2008. The mural was removed in March 2013, when the privately-owned building acquired a new tenant, without clear notification of the artists or the community. In response, the Commission has produced a policy and procedure for the commissioning and decommissioning of public art and a template for a written agreement based on a standard set by Americans for the Arts and adopted by in many locations. We recommend that the Town adopt these guidelines, and that private parties also use these guidelines. Arlington Public Art has given their input and expressed support for this policy. We will also recommend that the Arlington Cultural Council make them part of their application guidelines for public art projects.

Arts and Culture Liaison Job Description

The Commission recommends that the Town designate an Arts and Culture liaison, initially as an unpaid intern, in order to manage a website and cultural calendar designed to promote the arts and culture in Arlington. The liaison would also coordinate additional publicity, assist in the production and promotion of collaborative events and create an inventory of public art.

Outreach and Relationship Building

The Commission aims to do outreach and relationship-building with other entities in Town working on arts and culture activities. Thus far, the Commission has had guests to its meetings including Ted Fields, Director of Economic Development and Angela Olszewski and Tom Davison of ATED, on separate occasions. The Commission intends to meet with representatives of the Arlington Cultural Council, Arlington Center for the Arts, and other entities throughout the year in order to get to know their goals and see how best to work together.

Fostering Collaboration and Strategic Planning

The Commission held a meeting of cultural organizations and business on October 3rd with Rose Austin (former director of the Massachusetts Cultural Council and current member of the Arlington Public Art Committee) as guest to talk about how to foster cultural and economic development by leveraging our assets and resources to obtain funding. The following is a link to her presentation:

<http://arlingtonculturalcommission.wordpress.com/2013/11/14/arts-are-alive-in-arlington/>.

Approximately 40 people attended the meeting representing 18 organizations. The Commission plans to convene regular meetings of cultural organizations

CULTURAL AND HISTORICAL ACTIVITIES

and businesses for the purposes of fostering collaboration and strategic planning. The next arts summit meeting is planned for May 8, 2014.

Arts and Culture Website and Calendar

The Commission has established the creation and maintenance of such a website as one of its goals but recognizes that it will take a dedicated staff member, such as the proposed Arts and Culture Liaison to manage it. The Commission has discussed joining forces with ATED's Arlington Alive site and using the Arlington Alive brand to promote the arts in Arlington.

Keeping the Town apprised of Public Art Projects

In order to ensure the preservation and care of public art, the Commission will oversee creating the maintenance of records on public art, and inform the BOS of public art projects in Town.

Assist in the Establishment of Policy as it Pertains to Arts and Culture.

The Commission is prepared to lend assistance to the Town on the creation of policies related to the proposed warrant articles on street performers and the establishment of a Poet Laureate put forth by Selectman Joe Curro.

ARLINGTON HISTORICAL COMMISSION

The Arlington Historical Commission (AHC) was established in 1970 to preserve and protect significant buildings within the Town that constitute or reflect distinctive features of the architectural, cultural, political, economic, or social history of the Town. This work is described in the By-Laws of the Town of Arlington, Title VI, Article 6. To accomplish these goals, the Commission maintains an *Inventory of Historically and/or Architecturally Significant Properties* and administers the demolition delay bylaw through formal public hearings and informal meetings with owners of inventoried properties. The Commission is an advocate for historic preservation in Arlington. The AHC schedules meetings on the first Tuesday of the month, when there is official business, at the Whittemore-Robbins House and all meetings are open to the public.

Hearings and Property Monitoring

The Commission conducted formal hearings on five inventoried properties in 2013:

30 Franklin Street, 41 Kensington Road, 129 Lake Street, 246 Park Avenue, the Whittemore-Robbins House Cottage (670R Massachusetts Ave.) and held three informal hearings on inventoried properties.

Oversight on the properties from 2005-12 hearings continued throughout the year. Monitored properties included the ones listed above plus 3-5 Brattle St. 78

Jason St., 6 Park St., 821 Massachusetts Ave., 85 Beacon Street (on a 1-year demolition delay -- demolished October, 2013), 82 Claremont Avenue, 103 Claremont Avenue, 67 Dudley Street, 14 Knowles Farm Road, 252,258-260 Massachusetts Avenue (Capitol Square Apartments), 13 Winter Street.

Historic Markers

The historic house marker program is for all Arlington properties on the *Inventory*. Each plaque displays the year the property was built and a historic house name, if any.

Web Site

The Commission continues to maintain its own web site that provides a copy of the *Inventory of Historically and/or Architecturally Significant Properties* and describes the process for hearings before the Commission as well as listing our publications and projects. www.arlingtonhistoricalcommission.org

Education and Outreach

Throughout the year, Commissioners participate in activities that educate and inform citizens about historic preservation. The AHC had a booth at Town Day.

Other Activities

The Commission continues to work with other Town agencies on the maintenance and restoration of the Whittemore-Robbins House and its outbuildings, the Winfield Robbins Memorial Gardens, the Town Hall and its grounds.

Commissioners represented the Historical Commission on various municipal boards and historic organizations in Arlington, including the Arlington Preservation Fund, the Arlington Historical Society, and the Arlington Committee on Tourism and Economic Development.

HISTORIC DISTRICT COMMISSIONS

The Historic Districts Act, M.G.L. Chapter 40C, was created to protect and preserve the historic resources of the Commonwealth through a local review system that encourages and ensures compatible improvement and development. Over 340 Local Historic Commissions across Massachusetts are already established and working closely with the Massachusetts Historical Commission. They serve as local preservation advocates and as an important resource for information about their community's cultural resources and preservation activities.

Arlington has seven established historic districts that include 351 properties that the community has recognized as unique resources worthy of protection. The seven districts and the dates they were established or most recently enlarged are: Avon Place, 1996; Broad-

CULTURAL AND HISTORICAL ACTIVITIES

way, 1991; Central Street, 1982; Jason/Gray, 1998; Mount Gilboa/Crescent Hill, 1991; Pleasant Street, 2006; and Russell, 1983.

The Arlington Historic District Commissions (AHDC) are required by law to review the architectural appropriateness of most proposed exterior design changes, whether they be a minor alteration, new additions, or removal of trim or structures. The Commissions consist of qualified volunteers appointed by the Board of Selectmen and always includes a property owner or resident of each District (if one is willing to serve), an architect, a real estate professional, and a representative from the Arlington Historical Society.

During 2013 the Commissions met twelve (12) times to hold hearings for property owners seeking approval for certificates for exterior work to be conducted on their properties. Part of the regular meetings included eleven (11) Informal Hearings held for property owners seeking advice or resource information for work to be conducted and thirty (30) Formal Hearings. As a result of those meetings and additional CONA applications not requiring a hearing, thirty-one (31) Certificates of Appropriateness (COA), one (1) Certificate of Hardship and thirty-seven (37) Certificates of Non-Applicability (CONA) were granted. Two (2) denial letters were issued.

During the year the Commissions also worked on educating the public on the role of the Historic District Commissions. One of our applicants, the Boston Church of Christ, new owner of the former Congregational Church at 75 Pleasant Street, was chosen as a recipient for a Massachusetts Preservation Projects Fund (MPPF) grant. Plans include repairs to wood siding, trim & sill as well as roofing; masonry re-pointing of foundation and chimney; accessibility modifications, exterior painting; and non-original front vestibule removal, including reconstruction of main entry doors. Work has since commenced on the renovations. This project also involves a total re-building of the adjacent 1950s parish house, a project now in process.

The Commissions also worked with homeowners on, among other things, two recurring maintenance concerns: windows and gutters.

In the historic districts, we require, except in the most extreme and unusual cases, preservation of original wood windows. However, homeowners are faced with an unending bombardment of advertising urging people to replace their windows with more modern materials. The Commissions have worked to educate homeowners about the advantages of restoring and repairing the original wooden windows. These advantages include maintaining the original character of the structure, improved operability, conservation of building materials, and insulation comparable to new windows when combined with appropriate storm windows; all of

which can typically be achieved at a lower cost than replacement windows (which often have to be replaced themselves after 10 or 20 years).

Regarding gutters, the Commissions have a strong preference for preserving existing wooden gutters which typically integrate cohesively into the architectural features of older structures. However, many homeowners have found that the quality of the wood gutters available today is lower due to the unavailability of more durable material originally derived from old growth trees. As a consequence, the newer wooden gutters that are typically available for restoration or repair work simply do not last very long. In architecturally appropriate cases, we have approved the substitution of copper gutters. In other cases, under a guideline adopted in 2012, we have allowed the use of a specially-molded fiberglass gutter whose shape exactly replicates that of a wooden gutter. This gutter system installs like a wooden gutter, is paintable, has a higher internal volume thus carrying more water, and is expected to last much longer.

Commissioner Changes in 2013

During 2013 Thomas Smurzynski resigned as the representative of the Broadway Historic District.

Charles Barry was appointed to represent the Jason/Gray District.

Michael Bush was appointed to represent the Mt. Gilboa/Crescent Hill District

Cynthia L. Hamilton was appointed to represent the Broadway Historic District (since no resident or property owner in the district was willing to serve).

CYRUS E. DALLIN ART MUSEUM



The Cyrus Dallin Art Museum has had another exciting and productive year. The trustees have been working hard to build on the many successes of Dallin's 150th anniversary, resulting in increased collections, collaboration, membership, and visitations.

Activities

Arlington Community Media Inc. (ACMi) and the museum continue to script and videotape "Beyond Museum Walls," a documentary which illustrates Dallin's public portraits and landscape sculpture within the Town of Arlington. It will raise appreciation and awareness of

CULTURAL AND HISTORICAL ACTIVITIES

Dallin's 'invisible' works.

ACMi hosted a lecture presented by James McGough about Cyrus Dallin's Civil War generals and monuments. The broadcast highlights both the State of Pennsylvania Monument at Gettysburg and the memorial at Woodbridge Cemetery, Woburn.

Art on the Green was held on the lawn of the Jefferson Cutter House during Town Day. Artists and vendors displayed their varied original works. Several local authors, including Howie Carr, autographed books at Haley Booksellers booth. Thanks to the support of Arlington merchants, the raffle drawing was very successful. Its proceeds support the sculpture workshop for first-fourth graders.

An expanded slate of sculpture workshops served nearly sixty families. The program featured an age-appropriate tour of the galleries, especially noting works of animals, and a hand-building workshop during which children learned how to build armatures and work clay to create their own sculptures. Two classes were added because of increased enrollment.

The museum participated in new collaborations with the Arlington International Film Festival and with Arlington Public Art during the Chairful Where You Sit 2013, a temporary outdoor installation on the green in front of the museum.

Special extended hours were offered during the Arlington Farmers Market, Arlington First Fridays, "Chairful Where You Sit," and the Arlington Chamber of Commerce summer concerts.

Docents were offered adult and student guided tours throughout the year. Consideration for age and interest reflect the genre and tenor of the presentation given within the galleries.



Jefferson Cutter House, the site of the Dallin Museum

Events

The Menotomy Indian Hunter was celebrated during the Centennial of Arlington's Town Hall & Gardens. Dallin's statue was originally dedicated in 1913 along with the Olmstead designed Winfield Robbins Memorial Garden.

Young Cyrus Dallin, an original bust based on a photograph of Dallin when he was 22 years old, was unveiled at a special reception in June. The portrait was sculpted by Dr. Daniel Fairbanks, science professor, artist and forensic sculptor. Dr. Donna Fairbanks was featured as violinist at this event.

In October a walking tour of Crescent Hill traced the cultural history of Arlington Heights. Representatives of three local museums: Arlington Historical Society, the Old Schwamb Mill and the Dallin Art Museum, highlighted the people, places and development in the neighborhood between Lowell and Summer Streets.

Recovery

After fifty years the lost "Praying Knight" was re-dedicated in the lobby of Cambridge Rindge and Latin School. At the installation CFO Jim Maloney praised the Dallin Museum trustees for directing the return of the three foot bronze statue which commemorated the eleven students who lost their lives during World War I. Cyrus Dallin said this knight was the symbol of the young boys' "noble and spiritual" side.

Goals Achieved

Redesigned the central hall of the museum with new cabinetry and an original bust of the "Young Cyrus Dallin."

Offered unique lectures and programs to those of all ages in Arlington and the community beyond.

Published "The Scout," a newsletter for museum members. In addition to an events calendar and the tale of the "Praying Knight," Pat McCabe, the Dallins' great granddaughter, discussed her project of organizing letters written by Cyrus to his parents from 1880-1882 when he was training in Boston.

Hired Laura Roberts, a non-profit manager and consultant, to lead a professional strategic planning process to envision and execute long-term goals.

Future Goals

Publish "Arlington's Cultural Renaissance: 1900-1925" in partnership with the Arlington Historical Society.

Execute short term goals of the strategic plan developed by Laura Roberts and the museum trustees.

Create space for changing exhibits.

The museum is located in the Jefferson Cutter House on Mass. Ave. and open Wednesday through Sunday from noon to 4 p.m. Contact the museum at: www.dallin.org or call 781-641-0747.

COMMUNITY DEVELOPMENT

REDEVELOPMENT BOARD

The Arlington Redevelopment Board (ARB) has three powers. It is the planning board under MGL Chapter 41 section 81A. It is the urban renewal authority for the Town under MGL Chapter 121, meaning it may, with Town Meeting approval, hold land or buildings to improve and rehabilitate them to meet community development goals. The ARB is also the Board of Survey, with authority to approve the design of ways (roads) for the purposes of ensuring that new building lots can meet zoning frontage and access requirements. As the permit granting authority for projects that fall under Environmental Design Review, the board spends considerable time reviewing applications for certain development projects to ensure that specific zoning standards are met.

The ARB met twenty times in 2013, excluding Town Meeting. The Board granted an Environmental Design Review (EDR) Special Permit to allow a Summer Street two-family residential building to increase in size to create two attached condominiums. The Board's EDR authority rarely extends to two-family homes except for certain properties abutting the Minuteman bike path, as this Summer Street property does. The Board issued an EDR Special Permit for The Common Ground restaurant to occupy a vacant restaurant space in Broadway Plaza. This was possible when it was demonstrated that parking standards for additional parking demand could be met off-site at adjacent Town-owned parking lots, as is permitted by the Town's zoning by-law. The Board also amended Special Permits for the re-tenanting of commercial spaces in Arlington Heights.

PLANNING & COMMUNITY DEVELOPMENT

The Department of Planning & Community Development analyzes and presents data and trends about Arlington's land use, transportation, economic development, housing, public and recreation facilities, open space, natural and historic resources, and cultural areas. The Department prepares and implements long-term and short-range plans related to the Town's natural and built environment. The Department works with the public and the private sector to ascertain and realize community goals for land use and physical development.

The Department also administers the Community Development Block Grant (CDBG) and other grant programs, oversees the day-to-day operations of the Redevelopment Board buildings and other Town-owned, leased buildings, and supports the efforts of Town boards, committees, and commissions charged with planning-related responsibilities.

The Department is staffed by four full-time planners, a part-time planner, a grant administrator and one support staff person. The staff supports over twenty-four Town committees and boards, plus Town initiatives. The Department administers five times as much value in federal revenue for Town services, not including the federal Weatherization and home rehabilitation programs, as it costs the Town to run the Department.

2013 Highlights & Initiatives

Comprehensive Long-Range Master Plan

The Department worked intensively with the eleven-member Master Plan Advisory Committee and liaisons from the Redevelopment Board and Board of Selectmen to engage the community in a Comprehensive Long Range Master Plan that will serve as the Town's primary policy statement on future physical development in Arlington. A Master Plan allows a community to guide desired change rather than react to individual public and private real estate and development changes as they arise. Communities with Master Plans have better bond ratings, get bonus points on grants, and send positive message to businesses considering Arlington. The Master Plan process involves public participation to set goals and communicate a long-term shared vision, followed by a review of current trends relative to land use, economic strength, housing, open space, recreation, natural, cultural and historic resource areas, transportation, population, demographics, public facilities, and includes steps to implement the plan.



Master Plan Workshop June 1st at Arlington High School. Over 80 people attended in 90 degree temperatures on a Saturday.

Over sixty interviews were conducted with members of the community in 2013. In June, three workshops attended by 200 people were held to seek further input on Arlington's strengths, weaknesses, opportunities and threats related to land, transportation, development, housing, and other master plan elements. An online survey was conducted with 950 respondents

COMMUNITY DEVELOPMENT



Master Plan Workshop June 4th at Cambridge Savings Bank

seeking further input on the goals and vision for the plan. Working groups of the Master Plan Advisory Committee met to draft goals for the plan in July. The Master Plan Advisory Committee, the Redevelopment Board and the Department hosted a Master Plan table at Town Day. A baseline report on existing conditions was presented by the Town's master plan consultant in November. An interactive forum followed at that November presentation.



Master Plan Workshop, June 5th at Hardy School

Symmes Conservation & Improvement Project

In 2001, the former Symmes Hospital indicated its intention to close the hospital and sell the site. The Board of Selectmen issued a policy statement and goal of acquiring the site to control development of the site to the benefit of the entire Town, rather than leaving development of the site strictly to market forces. Town Meeting voted that the Redevelopment Board use its urban renewal powers to redevelop the site to advance a range of community objectives. Arlington 360, the residential component of the project neared comple-

tion this year. The project includes 176 units of housing, including 12 condominiums and 26 affordable units, and two public parks. Construction began this year on the Assisted Living component of the project, Bright View Senior Living.



Vista of Boston skyline from new Hattie Symmes Park at the former Symmes Hospital site.

Affordable Housing

Three important affordable housing projects came on line this year with a total of 75 affordable rental units. The year started with an affordable housing lottery for 17 units at ALTA Brigham Square. The affordable housing was the result of the Town's Affordable Housing zoning requirements. These units were occupied in the spring of 2013. Also in the spring, construction was completed at Capitol Square, a 32 unit, all affordable development at 252-260 Massachusetts Avenue. This project is owned and operated by the non-profit Housing Corporation of Arlington and was supported by the Community Development Block Grant program administered by this Department. The third project was the long awaited Arlington 360, at the site of the former Symmes Hospital. This project has 26 affordable units, also as a result of the Town's Affordable Housing zoning requirements. The Affordable Housing zoning requirements are part of a special permit granted by the Redevelopment Board, and administered by the Director of Housing who is within the Planning Department.



Capitol Square Apartments

COMMUNITY DEVELOPMENT

Community Development Block Grant

In FY2013 Arlington received \$1,020,887 million dollars in Community Development Block Grant (CDBG) funds that were allocated for public and community nonprofit services, public facility projects, and for housing and planning activities. Funding from the U.S. Department of Housing and Urban Development's CDBG program has been reduced each year. Nonetheless, 12 Public Service Agencies and 1 Public Service Staff Position received a total of 178,588 in CDBG funding and served 10,702 people. This includes individuals served via the 18 programs supported by Council on Aging volunteers.

Transportation

At the request of the Federal Highway Administration, the Massachusetts Department of Transportation held a second public hearing in 2013 to provide the public with the opportunity to become fully acquainted with the proposed reconstruction of Massachusetts Avenue in East Arlington. The East Arlington Mass Avenue Rebuild Project received full state approval later in the year to proceed to construction.



Second MassDOT Mass Ave Public Hearing, February 26, 2013

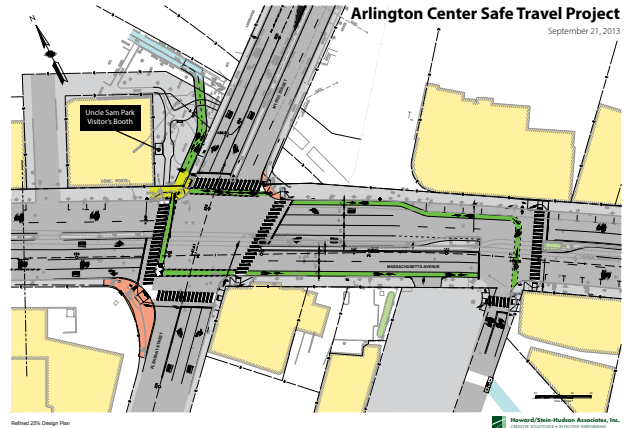
An additional public meeting was held on the Arlington Center Safe Travel project, funded by a Massachusetts Department of Transportation Clean Air Mobility Program (CLAMP) grant. The project seeks safer crossing of Massachusetts Avenue, Pleasant Street, and Mystic Streets for pedestrians, cyclists, and motorists.

The #77 bus route received new upgrades thanks to the federal ARRA-funded "Key Bus Routes" program. Four bus shelters and 10 benches were installed at bus stops along the route. More shelters and benches will be installed when the East Arlington Mass. Ave. Rebuild occurs. New signs are also expected.

Additional transportation improvements happened as a result of the Alta Brigham Square residential development, and the Arlington 360 project. New sidewalks,

curbs, raised medians, and crosswalks were installed along Summer Street, while a flashing beacon was installed at the intersection of Mill Street and the Minute-man Bikeway to assist traffic at that busy intersection.

Pursuant to Town Meeting action, the Department hired a parking consultant to conduct a study of parking in Arlington Center and make recommendations to improve management of existing parking.



Economic Development

The Department presented a panel for commercial property owners to inform landlords and entrepreneurs about opportunities to lease shared workspaces and business incubators in under-utilized real estate in Arlington. Department staff worked with merchants and business owners in the business districts to present holiday shopping events to support the Arlington economy during the important holiday season. The Department also commissioned a study on the economic impact of theatres on Arlington's commercial districts, quantifying the benefit these uses have for other businesses in the districts.

Town-owned Leased Properties

The Redevelopment Board (ARB) manages three buildings and the Planning Department is responsible for day-to-day management of these and three additional buildings owned and leased by the Town for the Town Manager and Board of Selectmen. The six buildings consist of three former schools, one former library, and two historic houses.

The Department prepared 10 technical reports to the Zoning Board of Appeals on Special Permit and Zoning Variance requests in 2013.

COMMUNITY DEVELOPMENT

PERMANENT TOWN BUILDING COMMITTEE

The Permanent Town Building Committee (PTBC) was established by Town Meeting to oversee the design and construction of new buildings and major renovations for Town of Arlington properties. The Committee is comprised of five citizen members, appointed jointly by the chairs of the Selectmen, Finance Committee, and School Committee in addition to the Town Manager, Superintendent of Schools, and Director of Public Works or their designees.

Activities in 2013

Community Safety Building Phase 2 (envelope repair of Community Safety Building): Project nearing completion in December 2013. Latent conditions and construction quality control issues have delayed the project and caused cost overruns. Project budget \$2,240,000; final cost to be determined.

Central Fire Station Phase 2 (interior renovation): Final design started December 2013; construction phase funding will be sought at 2014 Special Town Meeting.

Thompson School: The PTBC along with other Town officials, School Department officials and Thompson community representatives comprise the Thompson School Building Committee in conformance with regulations promulgated by the Massachusetts School Building Authority. The new Thompson School opened in September 2013; punch list items being addressed fall 2013/winter 2014. Total project budget \$20,598,956; project under budget.

Robbins Library Roof Replacement (replacement of original slate roof and associated work): Project budget \$460,300; project completed on budget summer 2013.

ZONING BOARD OF APPEALS

In 2013 the Zoning Board of Appeals as prescribed in Massachusetts General Laws, Chapter 40A, The Zoning Act, and, also, as further clarified by the Town's Zoning Bylaw, heard and rendered decisions on twenty-two petitions. Since its inception in 1946 the Zoning Board of Appeals has heard and rendered decisions on over 3300 appeals.

Petitions heard by the Board include Variances, Special Permits, Appeals from the Decision of the Building Inspector, and comprehensive permits (Chapter 40B).

The Zoning Board of Appeals is comprised of five regular members: the Chair and four appointees. For any decision to be granted, the vote of the five-member board must carry a super majority. All hearings are open to the public and are generally held on the second and fourth Tuesdays of the month, as needed.

The meetings are usually held in the conference room located on the second floor of the Town Hall annex. All hearings are advertised in The Arlington Advocate for two consecutive weeks and posted on the Town Clerk's Bulletin Board at least three weeks prior to the hearing date. Hearings are also posted on the Town website and abutters to the property are notified by mail. To receive ZBA Agendas by email, subscribe online at arlingtonma.gov/subscribe. The Rules and Regulations of the Zoning Board of Appeals are on file in the Office of the Town Clerk and in the Zoning Board of Appeals' Office at 51 Grove Street.

2013 Petitions Heard By ZBA

Petitions for Variance	3
Applications for Special Permits	3
Appeal of Decision of Inspector of Buildings	0
Amendments to SP/Variances	0
Comprehensive Permits	0
Total	
Total Petitions filed with Town Clerk	6
Total Hearing Continued by the board	1
Total Petitions withdrawn	1

CONSERVATION COMMISSION

The Arlington Conservation Commission (ACC) is required by state and local laws to protect and preserve wetlands and waterways and their surrounding areas. The ACC is comprised of seven (7) volunteer Members and one (1) or more volunteer Associate Members, who are appointed by the Town Manager with the approval of the Board of Selectmen, and a part-time, paid administrator. At meetings twice a month and through onsite visits, Commission members work to ensure that all construction and development projects, residential and commercial, that may alter any wetlands, floodplains, rivers, streams, ponds and/or lakes are in compliance with state and local regulations. The ACC also protects and manages the Town's Conservation Lands and natural resources.

Regulatory Activities

The ACC is mandated to protect wetlands, waterways, water supplies, fisheries, wildlife and wildlife habitat as well as regulate activities in a floodplain through its administration of the Massachusetts Wetlands Protection Act and the Arlington General Bylaw for Wetlands Protection. ACC members regularly seek continuing education to ensure legal compliance with frequently changing regulations and to assist applicants through the regulatory process.

In 2013, the ACC convened twenty-three (23) public meetings, and provided coordination, monitoring,

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permit review, and consultation on numerous residential and municipal developments around Town. The board issued four (4) Permits/Orders of Conditions, two (2) Certificates of Compliance, six (6) Enforcements and two (2) Determinations of Applicability.

Conservation Activities

Land Stewards – Our volunteer citizen organization, Arlington Land Stewards (ALS) has assisted in managing twenty-four (24) Town-owned conservation lands comprising approximately thirty (30) acres. Land stewards monitor, coordinate, and maintain (with permission from the ACC) conservation land of their choice, often in their immediate neighborhood or sometimes elsewhere in Town. Each land steward is provided with a stewardship handbook listing the location of conservation lands, conservation land regulations as well as problem/solution management information. The handbook is available online at arlingtonma.gov at the Conservation webpage. The group met in October 2013 and found a Land Steward Coordinator, Cheryl Miller.

Mt. Gilboa – A local arborist Brian Murray continued to help us manage this property until his untimely passing in May of 2013. The Commission remembers him for his efforts and expresses condolences to his family.

Hurd field porous parking lot - Initiated by the Engineering Department, this work was coordinated with ACC, and was completed in 2012. A new raingarden was installed in 2013 at this location and another at the Hardy School, with the help of the Mystic River Watershed Association.

Arlington Reservoir – A native plant wildlife habitat garden, that was installed in 2011 by the Arlington Vision 2020 Reservoir Committee continues to thrive. Other projects this year include the removal of Japanese Knotweed from the parking lot island and some new witch-hazels planted along the path next to the garden. The biggest event of the year was the spreading of woodchips along the perimeter path from Lowell Street to Rindge Park with the enthusiastic aid of the Arlington High School track and cross-country teams. In addition, 250 tons of invasive water chestnuts were mechanically harvested this summer supported by the Arlington Waterbodies Fund and with assistance from DPW. This work will need to continue but is expected to be at reduced levels in future years.

Mill Brook Linear Park – The Arlington Open Space Committee with involvement of the ACC and others continue to study the Mill Brook area with the goal of enhancing the public use and awareness of this natural

and historical resource. Efforts are underway with the Redevelopment Board to make this an important component of the new Arlington Master Plan.

Arlington's Great Meadows – In 2013 the Friends of Arlington's Great Meadows (FoAGM) continued their work here enhancing the natural habitat and improving the visitor experience. This group has now been active for over ten years and just released their first decade report that is available on their website: www.foagm.org.

Meadowbrook Park – In May 2013 stewards, ACC members, and others carried out a cleanup of the conservation area. This park collects many items that wash down Mill Brook each year.

Mystic Lakes-Mid-Lakes Fishway – Herring and eel were counted in the spring of 2013 where the Mystic River Watershed Association estimated that 190,000 fish migrated through the dam's ladder, similar to the count of the previous year.

Spy Pond phragmites control project – The ACC continues to coordinate with the Spy Pond Committee and the waterfront property owners to control the Giant Reed which was growing along many areas of shoreline around the pond. This approach has involved a multi-year program including controlled spraying by a licensed applicator, Aquatic Control Technology and volunteer winter cutting events. The program is nearing completion and must continue to balance the plant control with protection of the threatened Englemann's Sedge and creating a healthy shoreline environment with a diverse and sustainable plant community.

2014 Goals and Beyond

The ACC will continue to encourage, support and assist the various volunteer and environmental advocacy groups that are dedicated to preserving the Town's precious conservation lands and other open spaces within its immediate borders as well as those directly adjacent to it. These groups include, among others: Arlington Land Stewards, Arlington Land Trust, Open Space Committee, Friends of Arlington's Great Meadows, Mystic River Watershed Association, and the Massachusetts Association of Conservation Commissions.

The ACC will work actively to support all efforts directed at preventing raw sewage from entering Alewife Brook. A big step in this direction was completed this year with the opening of the new stormwater wetland in the Alewife Reservation in Cambridge, adjacent to the new bikepath, the Mass Central Rail Trail, going to Belmont. The ACC would like to see the Alewife Brook restored to a healthy, fishable and swimmable waterway in the very near future. To do so, will be a significant challenge for the many parties involved in the better-

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ment of Alewife Brook. Yet the ACC believes this goal is attainable.

The ACC, in working with the Open Space Committee and the Arlington Land Trust, hopes to identify and, when available, acquire additional open space as protected “conservation land” to benefit residents of the Town.

Acknowledgments

The ACC sincerely thanks all individuals and organizations that contributed directly or indirectly to the activities of its forty-eighth (48th) year.

Many special thanks go to the scores of volunteers who came out for cleanup projects and assisted as land stewards or participated in the many Friends groups that work to preserve our natural resources and heritage.

OPEN SPACE COMMITTEE

Arlington’s Open Space Committee (OSC) was established by Town Meeting in 1996. Members are appointed by the Town Manager and include concerned citizens and representatives of key Town departments and commissions. The Committee meets monthly to exchange ideas and discuss ways to protect and maintain the Town’s open space and recreation resources. The Committee serves an oversight function but does not have direct management responsibility for Town properties. Its main purpose is to enhance communication and coordination among those entities that do have ownership and management authority. In addition, the OSC seeks to raise broad-based community concerns and to advocate for the protection, stewardship, and appropriate uses of the Town’s open spaces.

Open Space Plan

The Committee’s primary responsibility is to prepare the Town’s official Open Space and Recreation Plan, monitor its provisions and goals, and document accomplishments. The current Plan originally covered the period 2007–2012 as approved in December 2007 by the Massachusetts Executive Office of Energy and Environmental Affairs (EOEEA) Division of Conservation Services (DCS). In February 2010 the state approved the extension of an amended Action Plan (Chapter 9) through 2014.

Printed copies of the Plan are available in the Robbins Library, Planning Department, Town Clerk’s office, and certain other Town offices. The entire Plan is available on the Town website at www.arlingtonma.gov/openspace.

Mill Brook Initiative

A subcommittee of OSC and other Town representatives began meeting in March 2009 to study the fea-

sibility of developing a Mill Brook Linear Park, an idea dating back many decades but not yet implemented. The brook travels nearly three miles through Arlington, parallel to both Massachusetts Avenue and the Minute-man Bikeway, and represents an important ecological and historical feature of the Town. Enhancement of and improved access to existing open spaces are key goals of the Open Space and Recreation Plan, as well as important elements of the forthcoming Arlington Master Plan, and the Mill Brook corridor offers an exciting opportunity to draw attention to this resource.

In April 2010 the Mill Brook Linear Park Study Group produced a report that outlines current conditions, challenges, and opportunities for seven sections along the corridor. The report proposed linking these properties together in a greenway with pedestrian facilities and other improvements to help restore the environmental and visual qualities of Mill Brook. This work involved reviewing parcel lines, lot ownership, and current uses, as well as photo-documenting the conditions of the brook and its nearby built neighborhood. There are more than 100 parcels of land along Mill Brook, totaling nearly 150 acres. The Town owns sixteen parcels, accounting for about thirty-five percent of the land abutting the brook; the other sixty-five percent is in private ownership with a variety of residential, commercial, and industrial uses. The Mill Brook group has distributed both printed and electronic versions of the report to many Town officials, departments, and commissions for reference as a policy planning document when issues related to the brook arise. The report is available for review on the Town website at www.arlingtonma.gov/openspace.

The group is continuing to work with the Planning Department and Redevelopment Board in conjunction with their ongoing efforts to enhance economic development opportunities in Arlington, as well as with the broader Master Plan process. Town GIS coordinator and Town Engineer have provided valuable technical assistance with mapping and other data collection related to the brook and the abutters, as well as mapping of storm drains and other sources that affect water quality. Additional analysis of all abutting parcels has looked at “co-occurring” characteristics that could help to prioritize which areas are most likely to benefit from new uses or redevelopment. For example, coordination with the developers of the former Brigham’s site resulted in landscape enhancements around the brook and adjacent parklands as part of that redevelopment process.

Other Activities

The Committee continues to monitor and contribute to a wide range of open space projects that affect the Town and its residents’ quality of life, including: the program for Off-Leash Dog Areas in Arlington parks and a fenced dog park at Thorndike Field supported with

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private grant funding; the state Department of Conservation and Recreation's Alewife Greenway Path as part of the larger Alewife Reservation Master Plan; and the continued maintenance of the Wildlife Habitat Garden at the Arlington Reservoir.

Other timely issues addressed by the committee during 2013 included the Planning Department's Town-wide Master Plan process; various water bodies and invasive plant projects, such as the management of phragmites in Spy Pond and harvesting of water chestnuts in the Reservoir; and the establishment of a new community farm at Busa Farm in Lexington, adjacent to the Arlington Reservoir and Town-owned open space. New opportunities for enhancement of public open spaces include the redesign of Downing Square in Arlington Heights; the creation of rain gardens at Spy Pond Park and Hurd Field, with plans for more gardens at other Town properties; the initiatives of the Tree Committee; and the redevelopment of the Symmes site, including additional open space and parklands that will be protected under a conservation restriction managed by the Arlington Land Trust and the Conservation Commission.

Ongoing open space concerns include the status of the Mugar property in East Arlington due to potential flooding and traffic problems if the land were to be developed; the loss of public access around the Arlington Catholic High School practice field following installation of expanded fencing around new artificial turf; and improving access to all Town open spaces in general, for all ages and abilities.

As part of its community education goals, OSC participated in Town Day in September 2013, as it does each year, displaying maps of local open spaces, copies of the Open Space and Recreation Plan and the Mill Brook report, flyers about invasive plants and the Conservation Commission's Land Stewards Program, and a sign-up sheet for residents interested in getting more involved.

Goals for 2014

The committee will prepare an updated Open Space and Recreation Plan for 2015–2020, including a request for CDBG funding to prepare the final report that will be submitted to the state for approval in December 2014. The Vision 2020 annual survey distributed with the Census mailing in January 2014 featured questions about open space issues, and the results will be incorporated in the new report, along with input from other public outreach activities during the year. The committee will continue its collaboration with other Town entities and community groups to advocate for the proper maintenance and management of the Town's valuable open space and recreation resources. In particular, OSC members will work with the Master Plan Advisory Committee and Planning Department to en-

sure that open space and recreation resources are fully incorporated into all future Town planning.

TRANSPORTATION ADVISORY COMMITTEE (TAC)

The goal of the Transportation Advisory Committee (TAC) is to improve the quality of life in Arlington by improving safety, mobility, and access for people using all modes of transportation, and contribute to improving the environment and public health. In this effort, the TAC works closely with the Arlington Police Department's Traffic Division, the Public Works Department, and the Planning Department. The Traffic Authority for Arlington is the Board of Selectmen. The TAC was established by the Board of Selectmen in the spring of 2001 to advise them on transportation matters.

Major Activities

Arlington Schools: Working with the Safe Routes to Schools program, the TAC continues its multiyear plan to improve pedestrian safety around schools. Phase 1, providing inexpensive safety improvements (paint and signs) for the public elementary schools, is complete. This effort included designating and improving preferred walking routes, reducing conflicts between students and autos during drop-off and pick-up periods, and designating 20 MPH School Zones. Phase 2 is underway and requires more expensive infrastructure improvements such as adding or repairing sidewalks and handicap ramps along the preferred walking routes and improving traffic flow for drop-off and pick-up. Also underway is an effort to improve the pedestrian environment and traffic flow around the Ottoson Middle School.

Crosswalk Flag Program: TAC initiated a program to provide hand held flags near elementary schools, to provide more visibility for students crossing busy streets on the way to school. The program has expanded to a total of 7 locations around Town. The program is now being funded by the Arlington Schools.

Arlington Center Safe Travel Project: Working with the Planning Department, DPW and the Arlington Bicycle Advisory Committee (ABAC), the Town will receive funds from MassDOT to improve connection of the bikeway through Arlington Center, as well as improving safety and mobility for motorists, cyclists, and pedestrians at the intersection of Route 60 and Mass Ave. Goals include providing a safe and visible bikeway connection through the intersection, reducing the crossing distance for pedestrians, and reducing congestion and wait time for vehicles.

East Arlington Massachusetts Avenue Rebuild: This project involves an upgrade of Massachusetts Avenue between the Cambridge city line and Pond Lane for safety and streetscape improvements. Design work

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was completed and approved by the State and Federal government funders this year. Construction will begin in 2014. The design will create a more organized roadway that balances the needs of pedestrians, motorists, bicyclists, and transit users. Members of the TAC served on the Review Committee for the project.

Alta Brigham Square. TAC worked with the ARB on implementing traffic impact mitigation, particularly around the crossing of Mill Street by the Minuteman Bikeway. A flashing beacon was installed this year to help with crossing conflicts.

Arlington 360 Summer Street Improvements. Re-development of the former Symmes Hospital is almost complete. TAC oversaw implementation of the traffic improvements that are part of the Special Permit for this site. Improvements include traffic signal retiming, installation of crosswalks and medians on Summer Street at Grove and Oak Hill Drive, and sidewalk installation on Summer Street.

Downing Square Improvements. Safety and mobility improvements were constructed this year at Downing Square including curb extensions, sidewalks, handicap ramps, visibility, flashing beacon, and parking improvements. Lighting, signage and pavement marking improvements will be completed in 2014.

Ongoing Projects

- Massachusetts Avenue/Jason Street/Mill Street intersection. TAC made recommendations for improvements to this intersection in 2013. Implementation will be forthcoming in 2014.
- Lake Street Corridor. A TAC Working Group continues its work to develop recommendations for improving safety and mobility along Lake Street.
- Jason Street Cut-through traffic. At the request of the Board of Selectmen, based upon requests by Jason Street residents, a TAC Working Group is examining the traffic impact of motorists traveling between Route 2 and Massachusetts Avenue via Jason Street.
- Arlington Center Parking. In 2013 the Town hired a parking consultant to make recommendations regarding improvements to parking management in Arlington Center. A Parking Management Plan will follow in 2014.
- Bike Pavement Marking Policy. A Working Group made up of TAC and ABAC members worked with the Town Engineer and Department of Public Works to create a policy for accommodating bicycles when Town roads are repaved. Implementation of this policy began this year and is under evaluation.
- Master Plan Transportation Element. TAC is participating in the master planning process by working on the Transportation Element, and will continue to make recommendations on transportation issues.
- Crosswalk at Mass Ave./Water St./Spengler Way. This intersection was studied and changes implemented in 2012. More changes are now being discussed that would add curb extensions to shorten crossing distances, increase visibility of pedestrians, and improve access for people with disabilities.
- Route 16/Mystic Valley Parkway rotary. Following a recent accident, TAC worked with Rep. Sean Garballey and the Town Manager to follow up on requested improvements to the intersection. The State Department of Conservation and Recreation subsequently installed crosswalks, sidewalks, and pavement markings.
- Alewife Rotary/Route 16 & Route 2. This MassDOT funded project will add a new lane at the intersection of Route 16 and Route 2 that will allow right turns without stopping, and to relieve congestion at this intersection. TAC reviewed and commented on the changes.
- Key Bus Routes Program, Route 77 improvements. TAC worked with the MBTA to recommend improvements to the Arlington portion of the #77 bus route along Mass. Ave. Improvements included adding shelters and benches, as well as relocating and extending certain stops. Funding came from the federal ARRA program.

Reports: TAC studied and made recommendations to the Board of Selectmen, Redevelopment Board, or School Committee on the following reports:

- Mass. Ave/Jason St./Mill St. report to Selectmen and Redevelopment Board on improving traffic flow,
- Broadway and Palmer Street safety
- Russell Place traffic calming
- Forest and Brand Streets crosswalk request
- Gray Street crosswalk recommendations
- Lewis/Franklin/Philips request for stop sign
- Thompson school access plan for cars and pedestrians
- Lowell St Crosswalks at Westmoreland
- Highland & High Haith crosswalk request

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BICYCLE ADVISORY COMMITTEE (ABAC)

ABAC has been busy over the past year working on a range of projects.

Working with the Transportation Advisory Committee (TAC) and Town engineers, we developed a set of guidelines to be used when restriping major Town streets. These guidelines suggest to the DPW when to mark bike lanes or sharrows, and were used in the recent restriping of some of the western sections of Mass. Ave. Lessons learned from this project will be used to improve the guidelines going forward.

We held our annual Winter Social at the Arlington Center for the Arts. The well-attended program included a presentation by Hubway about their bike share program.

We held our annual BIKE-Arlington tour in the spring along the Mystic Valley, starting and ending at the Medford Boat Club, touring through East Arlington and the Center. We crossed the Upper Mystic Dam and had some fine views of Arlington from the Medford side. We had a very helpful escort from the Winchester Police, who were helping out the otherwise-engaged Arlington Police Department. It was a fine day and at the dam we were able to see the running of the alewives and one of the portages of the Herring Run Race.

With help from Chad Gibson of East Arlington Livable Streets Coalition we held a "Safety Stop" on the Bikeway. We talked with Bikeway users and provided them safety tips and safety checks of bikes and helmets. We also handed out the pamphlet we had assisted the Police Department develop that explains bicyclists' rights and responsibilities when using the road.

We again staffed a booth at Town Day and talked to many fellow citizens about bicycling matters in town. Among the issues we discussed were bike lanes, cycling on sidewalks, nighttime visibility, and traffic enforcement issues.

ABAC attended the CLAMP meetings involving the Bikeway crossing in Arlington Center and contributed our suggestions.

The committee has been in touch with TAC regarding a letter received from a concerned citizen about issues involving the Bikeway/Lake Street crossing.

ABAC members and associates assisted with bike counts on the Bikeway in the Center at what is now the Kickstand Café. The number of bike users we've counted at that location has about doubled in the past two years.

At the request of the Town Manager we have developed user guidelines and an application form for special events to be held on the Bikeway.

Members worked on the Toole report, "Navigating the Minuteman Commuter Bikeway", which has recommendations for unifying the look and treatment of the

Bikeway in the three involved communities. This project was undertaken jointly by the three Bikeway towns (Arlington, Lexington and Bedford), with support from a DCR Recreational Trails Program grant. This 2011 grant also led to the new Minuteman Commuter Bikeway Map, to which ABAC contributed suggestions.

ARLINGTON HOUSING AUTHORITY

The Arlington Housing Authority is proud of its distinction of being the largest single provider of affordable housing in the community.

The Arlington Housing Authority manages 1,156 housing units: 520 units for elderly and/or residents with disabilities, 180 units designated for family housing, a home for 13 mentally challenged residents, and 422 vouchers that help participants live in privately-owned dwellings throughout the community.

The Authority is a quasi-governmental agency that administers these programs sponsored by the state or federal government. Properties owned by the Authority are exempt from local property taxes, yet the Authority annually pays the maximum "in lieu of" taxes as allowed by state statute.

Board of Commissioners

The Board of Commissioners of the Authority is the policy making body of the agency. The five members of the Arlington Housing Authority's Board of Commissioners are: *Chairman*, Daniel Brosnan, *Vice-Chairman*, Nicholas Mitropoulos and *Members* Bridgett Garbally James, Richard B. Murray and Gaar Talanian

The Executive Director, John J. Griffin, is appointed by the Board of Commissioners and manages the day-to-day operations of the Authority.



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Year in Review

In 2013 the AHA completed substantial modernization work to all of its buildings, as well as the continued expansion of its tenant services support programs, and worked on creative partnerships with many housing groups and service providers in the community.

Properties

At Menotomy Manor, a large scale siding project was completed on the duplex apartments. This project updated the appearance of the units as well as included an update to the landscaping. The total project cost approximately \$800,000. Sidewalk and driveway paving was also completed to ensure the sustainability of the properties. Funding was provided through DHCD in our formula funding for 2013.



The site of the Authority's 144 unit, seven story Hauser Building at Drake Village also updated its sidewalks and driveways with new paving. At the Drake Village cottages, new energy efficient furnaces were installed, replacing the old oil burners. The eight furnaces that were installed allowed the Authority to increase its energy saving and cost-saving measures. New energy efficient lighting was completed in all our building and we are looking forward to the saving ahead.

The Authority added to its low-income housing portfolio by purchasing a three bedroom home. It was updated with energy efficient appliances, lead paint removal, as well as other home improvements. This home is being rented to a family from our community.

Other modernization projects completed by the Authority in 2013 include paving projects at Chestnut Manor and Cusack Terrace. Both resulted in the addition of over seven parking spaces each. The condominium units that house a number of elderly and disabled tenants went through an entire energy conversion system bringing their heat from oil to electric. This has resulted in a great cost-saving for the Authority as well as adding to the Authority's goal of increasing energy efficient measures. These projects were funded through the Authority's formula funding from the Department of Housing and Community Development.

Community Partnerships

2013 was a great year in expanding our partnerships with a number of community service program providers. The Authority continued to take advantage of the Community Work Program (CWP) sponsored by the Middlesex Sheriff's Office. Under the supervision of correctional personnel, inmates assisted the AHA maintenance staff in its spring and fall cleanup efforts.

Minuteman Senior Services has been very successful at our Drake Village location by providing services to our seniors and a meals program. The expansion of the program to our other facilities has proven quite beneficial. The quality of life for our residents has improved with the helpful resources that Minuteman Senior Services provides.

The Arlington Boys and Girls Club and Fidelity House continued afternoon programs in our Menotomy Manor Development that provides homework help, games, and programs for our young residents of Menotomy Manor. This program has been extremely successful, with a large number of residents participating.

The award winning evening program, Operation Success, continues to be a major factor in improving grades by providing homework help and guidance for the residents of Menotomy Manor. Janet Maguire and Peggy Regan run this program with a large group of young volunteers.

The partnership between the AHA and the Arlington Police Department has had a positive effect on the residents and neighbors of Menotomy Manor. The AHA continues to see a large decrease in crime and expanded services to the area. The AHA and police held their annual National Night Out Cookout during the summer.

The Arlington Housing Authority Board would like to thank all our partners for their hard work and we look forward to many new and exciting ideas being put into action in the coming year.

Challenges Ahead

The Authority has been successful in maintaining our buildings and operation and looks forward to the coming years in expanding our programs and modernizing our buildings. In 2013 the federal sequestration on the federal budget affected funding for the Authority's federal Housing Choice Voucher Program. With deep cuts to administrative fees and housing assistance payments, the Authority was responsible for ensuring that families did not lose their homes. The AHA was successful in 2013 and did not have to terminate any housing vouchers. It also has developed multiple cost saving measures to ensure that families will continue to have stable housing.

State Regulations and Mass Chapter 121B continue to be a barrier to the housing authority in providing more affordable housing. Rents set at either 27% or 30% with many deductions; limit the increase of rents

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in all of our developments. This is well documented in numerous state housing studies since 2000.

Because the AHA serves the lowest of income residents, 95% of them would not be able to afford the rent in the new affordable housing units being constructed in Town. On our current waitlist, over 80% of the applicants have income below \$10,000 and many receive only temporary assistance in the amount of \$3,000 per year. We greatly appreciate the efforts from the Town of Arlington in awarding us funds to continue to serve its neediest population.

The AHA will continue to seek funding from CDBG and all other sources to make ends meet.

Administrative Services

The Authority continues to be a member of the MassNAHRO Centralized Section 8 Wait List program. The list is now open to all daily. Arlington residents are given a preference.

The AHA's website, www.arlingtonhousing.org provides valuable information to those wishing to learn more about the AHA and its programs.

You may also become a fan of the Arlington Housing Authority on Facebook and Twitter.

Wait Lists

Stated-Aided Elderly/Handicap One Bedroom Units

Arlington Applicants:	10
Non-Arlington Applicants:	<u>263</u>
Total	273

State-Aided Family 2-Bedroom Units

Arlington Applicants:	17
Non-Arlington Applicants:	<u>255</u>
Total	272

State-Aided Family 3-Bedroom Units

Arlington Applicants:	4
Non-Arlington Applicants:	<u>133</u>
Total	137

Section 8 Wait List

Arlington Applicants:	*570
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**Because Arlington is on a centralized wait list, the Section 8 wait list is extremely long; therefore, only Arlington residents are listed for this program.*

State Program Rents

Average Elderly/Handicap Monthly Rent: (includes heat and lights)	\$386/month
Average Family Monthly Rent: (tenant pays utilities)	\$560/month

The Arlington Housing Authority would like to thank all its employees for their dedication throughout the year.

VISION 2020

About Vision 2020

Vision 2020, established by Town Meeting in June 1992, is a committee of the Town of Arlington that partners residents, Town employees, and Town leaders in a joint planning process. This process focuses on accomplishing the Town Goals enacted by Town Meeting in 1993. The Standing Committee oversees projects of volunteer task groups that work in support of the goals and develops and reports the results of an annual Town-wide survey. It also reports to Town Meeting on the results of Vision 2020 collaborative activities.

Vision 2020's task groups support goals related to: Business, Communication, Community and Citizen Service, Culture and Recreation, Diversity, Education, Environment, Fiscal Resources, and Governance. Task group information can be found at <http://www.arlingtonma.gov/vision2020>.

Notable Activities

In 2013 Vision 2020 volunteers worked on a wide range of new and ongoing projects to benefit the Town and its residents. These efforts brought together Town departments, local groups and organizations, and volunteers.

Annual Vision 2020 Survey

Employing the concept that while you are being counted, your opinions count too, the Vision 2020 Standing Committee, its Task Groups, and Town Departments created, tallied, and analyzed 4,458 resident responses to the 2013 Vision 2020 Annual Survey, an insert to the Town's Annual Census mailing.

Twenty-four percent of Arlington households responded to the survey, "Collaborative Arlington: Exchanging Information, Working Together." This is the second year that almost a quarter of Town households have responded, an excellent return rate.

The survey looked at residents' participation in Town government and other Town events, communication sources residents use to learn about Town events and issues, volunteer activity, and awareness of and support for the nine Town goals. Questions focused on attendance of Town and Town government-related events, interaction with one's Town Meeting Member, participation as a volunteer – including what motivates or deters volunteering, awareness of Town goals and support for them. Some communication-related questions were specific to the Arlington Public Schools (APS).

Household responses received by March 17, 2013, were summarized and reported to Town Meeting, Town officials, departments, and the Board of Selectmen. Survey data and recommendations support Town officials and departments in planning and evaluation

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tasks. A review of responses to the APS questions was provided to the Superintendent of Schools. The detailed full report, including data tables, was posted to the Vision 2020 page on the town website (and appears at the end of this report). An article on the survey appeared in the Arlington Advocate. Additionally, a presentation of initial data on resident participation in Town government-related events was made to the April Precincts 12 and 14 meeting; a presentation on the volunteerism data was made to the Robbins Library Plugged-In group attending the Library's Volunteer Fair; a report on Town participation data and recommendations was presented at a Board of Selectmen meeting.

Additional Activities of the Standing Committee and Task Groups:

With the Arlington League of Women Voters, co-sponsored the annual Candidates' Night program.

Sponsored a Warrant Article for the 2013 Annual Town Meeting to appropriate \$50,000 to the Town's Water Body Fund for the maintenance, treatment, and oversight of the Town's water bodies. The Spy Pond and Reservoir Committees worked with the DPW and Conservation Commission to draft this successful Article. The Fund paid for this year's treatments of Spy Pond, the removal of water chestnuts from the Arlington Reservoir, and the ongoing management of Arlington's water bodies.

Using a new collaboration-intensive process, worked with Robbins Library, Open Space Committee, and Department of Public Works to develop the 2014 Annual Town Survey, "Help Shape the Future: Arlington's Library, Open Spaces, and Household Waste Program," an insert to the Census mailing.

At Town Day, used demonstrations, calendar sales, and engaging activities to inform and educate the public about Arlington matters, and to attract new Task Group members. Diversity, Fiscal Resources, Governance, Public Art, and all Environmental Task Groups were represented.

Began a number of organization improvement activities including development of procedures and guidelines for Vision 2020's major activities/events, development and initial approval of Vision 2020's first budget, discussions about the need to update Vision 2020 operations to create a more nimble, modern, and humanly sustainable organization, particularly important given decreased volunteer availability.

Diversity: Continued to provide leadership to the Superintendent's Diversity Advisory Committee, advocating for recruiting, employing and retaining staff of diverse backgrounds in the Arlington Public Schools. Initiated a series of Conversations to learn how welcome residents feel in Arlington; collaborated with the Arlington Senior Center and Arlington's True Story Theater

(TST) improv troupe. To deepen the Conversations, TST presented "Stories of Welcome," supported by an Arlington Cultural Council grant. Diversity then focused on Conversations such as "We are many nationalities," "What is a family?" Collaborated with Robbins Library on events related to the Conversations. The series will continue in 2014. Helped select *The Book Thief*, by Markus Zusak, for the 2014 Community Book Read.

Fiscal Resources: After more than a year of discussion, composed and presented a letter to the Board of Selectmen (BoS) urging a variety of actions to prepare for the expected water and sewer rate increases. Learned that a consultant to the DPW had recommended many of the same actions. The Town Manager recommended and BoS approved quarterly billing, one of the Task Group's recommendations.

Based on an ongoing study to better understand property assessment in Arlington, composed a letter to the Board of Assessors (BoA) which reviewed the Task Group findings and posed several questions. The BoA Chair attended the group's June meeting and participated in a full and frank discussion.

The Fiscal Resources Chair discussed the task group's spreadsheet, My Tax Dollars, with the Town Manager's office and requested that he again make it available to the public on the Town website. The spreadsheet calculates the actual cost of each Town service to a property owner based on the assessed value of the property. Subsequently, the Town posted a greatly enhanced version of this tool called the Arlington Visual Budget (AVB).

The Task Group has begun a new study to review the Town's Financial Plan with the intent of offering suggestions for improvement of this already excellent document.

Governance: Presented an Orientation for New Town Meeting Members, led by Town Moderator John Leone. Forty people attended the session.

Public Art Committee: Received a \$1,000 grant from the Arlington Cultural Council to help fund the second annual Chairful Where You Sit exhibit of temporary art on the bikepath and in Whittemore Park. Raised over \$7,000 in contributions through Chairful sales; received unsolicited donations of about \$1,300. Created a calendar featuring Chairful 2013 chairs; sales exceeded production costs. Established the Fund for Public Art. Received approval for the Transformer Box Mural Project which launches in 2014. Signed a contract for the Spy Pond Mural to continue hanging for another year.

Collaborated with Arlington Recreation to get approval for the first ever Art Rocks Menotomy, a temporary public art exhibition at Menotomy Rocks Park, scheduled for May 2014.

COMMUNITY DEVELOPMENT

Reservoir Committee: With help from many volunteers, conducted several gardening sessions at the Wildlife Habitat Garden, now in its third growing season; increased the signage to identify the plants and animals in the garden. The Committee welcomes schools, recreational groups, and others to participate in its growth and hopes to involve the Arlington High School Community Service Program, the boy and girl scouts, and schools. See photos and learn more at: <http://www.arlington2020.org/reservoir/>

With the help of the Arlington High School cross country and track teams, spread woodchips on the trail from the beach gate, along the Busa Farm border, and around the Res to Rindge Park, improving the trail for walkers and runners. Thanks to the DPW for delivering two huge piles of wood chips. Refurbished the parking lot kiosk, removed invasive plants, and planted many Narcissus bulbs that should make it more colorful in the Spring. Added three witch hazel trees along the path leading from the garden to the island.

With monies from the Water Bodies Fund, continued water chestnut harvesting last summer under the management of DPW. The volume should be less in the future because the harvesting removes the seeds that produce new plants.

Spy Pond Committee: Working closely with the DPW, led the effort to treat Eurasian water milfoil with Sonar. Without treatment, the weeds would have interfered with the Arlington-Belmont rowing program, boating, sailing, and enjoyment of the pond. Cleaned the Route 2 path, removing invasives and poison ivy and trimming bushes. Led the follow-up treatment of Phragmites, an invasive reed that had overrun the marshes on Spy Pond. In 2013 the marshes started their recovery with native wetland plants. Encouraged the idea that Spy Pond is what goes into its watershed; distributed flyers to all households in the Spy Pond watershed, and ran the Spy Pond quiz at Ecofest and Town Day. Joined the Reservoir Committee in requesting the Water Bodies Fund which paid for this year's treatments of Spy Pond. Helped keep the goose population to a manageable size. Participated in Town Day, Ecofest with a secchi disk model; visited committee counterparts in Wayland to learn of their experiences with pulling milfoil.

Sustainable Arlington Committee: Collaborated with other local groups to educate the public and support recycling, reuse, and repurposing programs, encourage continued increases in energy efficiency and the adoption of renewable energy, and opportunities to address climate disruption.

Two Sustainable Arlington members continued as appointees to the Town's Energy Working Group which helped guide improvements to energy efficiency at the

High School and the Robbins Library with funding from a \$250,000 Green Communities Grant which Sustainable Arlington helped secure. In 2013 the Town hired its first Energy Manager implementing a recommendation made in the Arlington Sustainability Action Plan, written by Sustainable Arlington and Tufts University students, and adopted by the Town in 2006.

With the Minuteman Parents Association and Massachusetts Climate Action Network, co-sponsored the Food Recovery Project which received the MassRecycle 2013 Institution ReUse Award. This annual award is presented for outstanding achievements by individuals, public servants, municipalities, businesses and organizations in promoting recycling and waste reduction in Massachusetts. The Food Recovery Project collects good nutritious food that would otherwise be thrown away from grocers and bakeries in and near Arlington and redistributes it to organizations serving those in need. In the past year over 9,500 boxes of food, with an estimated value over \$550,000, were redistributed. The Project was featured in a public performance by Arlington's True Story Theater with support from an Arlington Cultural Council grant to the theater group.

Worked at the May and November Community Collection Days, collecting clothing, household goods, books and toys for reuse, repurposing and recycling as well as talking to the public and encouraging ongoing participation in this Town program. With the Town of Arlington and the Arlington Garden Club, managed and co-sponsored EcoFest 2013, "EcoFootprints: Arlington People, Places, Spaces."

Special Recognition and Leadership Changes

Vision 2020 thanks all the volunteers who help support and achieve the Town Goals. The Standing Committee is especially grateful to Josh Lobel and Joey Glushko for their significant and outstanding contributions of time and talents to the production and analysis of the Town Census Insert Survey over many years. Their many hours of work have been vital to the survey effort.

The Standing Committee voted unanimously to reactivate the Education Task Group with Michael Stern as its Chair.

David Garbarino joined Gordon Jamieson as Co-Chair of Fiscal Resources Task Group. Adria Arch became Co-Chair of the Public Art Committee. Task Group Co-Chairs who stepped down this year were Tarajee Pass, Diversity, and David Haas, Sustainable Arlington.

Vision 2020 Co-Chairs Brucie Moulton and Mary Harrison announced they will step down as chairs on July 31, 2014. During the first months of 2014 they will engage the Standing Committee in revising Vision 2020 and planning for succession.

COMMUNITY DEVELOPMENT



To: Town Meeting Members and Town Officials

From: Vision 2020 Standing Committee and Task Group Chairs

Co-Chairs: Mary Harrison and Bruce Moulton

Standing Committee: Adria Arch, Brad Barber, Kathleen Bodie, John Budzyna, Claire Carswell, Adam Chapdelaine, Joe Connelly, Daniel Dunn, Andrew Fischer, Bruce Fitzsimmons, Joey Glushko, Leba Heigham, Jane Howard, Gordon Jamieson, Elizabeth Karpati, John Leone, Josh Lobel, Gail McCormick, Charlotte Milan, Cheryl Miller, Angela Olszewski, Stephen Ricci, Tarajee Pass, David White

Date: May 6, 2013

Subject: Vision 2020 Report to the Annual Town Meeting

The Vision 2020 Standing Committee and its Task Groups are pleased to present the following report on their projects and activities for calendar year 2012, along with Warrants 23 and 40 and the 2013 Annual Survey, "Collaborative Arlington: Exchanging Information, Working Together." The attached survey overview of basic findings will be rounded out and discussed in the final report later this summer. For further detail on the work Vision 2020 has performed on behalf of the Town of Arlington, please see:

- The Town's 2013 Annual Report, pages 92 – 101, briefly reviews Vision 2020's history, describes specific Standing Committee and Task Group accomplishments in 2012, and ends with the results of the 2012 survey, "Mastering Our Future: Help Arlington Prepare for its Upcoming Master Planning Process."
- The Selectman's recommended vote in their Report to the 2013 Annual Town Meeting for Warrant Article 23 (Public Art Fund) was affirmed by Town Meeting on April 29, 2013; the Finance Committee's recommended vote on Article 40 (Waterbodies Fund) comes before you on May 6.

This year's survey netted responses from 4,458 households by the March 15 cut-off date, making 2013 the fourth consecutive year with more than 4,000 survey returns. The 4,458 surveys received represents a 24% response rate. The bulk – 4,026 – were on paper, while 432 were completed on-line. Town Meeting Members may be interested in the precinct and Town government-related data.

The Vision 2013 Survey, "Collaborative Arlington: Exchanging Information, Working Together," looked at several ways that residents might participate in and learn about neighborhood and town-wide events. We asked how many knew at least one of their Town Meeting Members and how many had talked with a Town Meeting Member about a Town issue or concern. We listed ten different Town-government events and asked respondents to indicate which events they had attended or viewed on ACMi Cable TV. Given the rapidly changing ways of communicating information, we asked about the communications channels (9 print, 16 electronic, and 3 word of mouth) used by residents to stay informed about Arlington events and issues. Volunteering is another way to participate in the life of a community. We measured volunteer activity of all household members by age, hours per month, and whether residents volunteer in Arlington or elsewhere. Given the numerous Town and other committees in Arlington that rely on volunteers, we asked about motivations for volunteering as well as conditions that make it difficult. Finally, since familiarity with and support for Town of Arlington Goals is another aspect of community participation, we looked at awareness of and support for the nine goals enacted as Town Bylaw in 1993. The goals identify valued features of life in Arlington and point to a need for collaboration between residents and Town government to ensure a vital and resilient community.

Basic data from the 2013 survey are attached here. Complete results and analysis will be posted on the Town website this summer and reported in the Town's 2013 Annual Report.

COMMUNITY DEVELOPMENT



Vision 2020 Annual Survey Results for 2013

Demographics

Total Responses: 4,458
Paper or Survey Monkey

	Count	%
Paper	4,026	90%
Online	432	10%

Precinct

	#	%
Pct 1	143	3.2%
Pct 2	199	4.5%
Pct 3	254	5.7%
Pct 4	237	5.3%
Pct 5	210	4.7%
Pct 6	213	4.8%
Pct 7	203	4.6%
Pct 8	251	5.6%
Pct 9	204	4.6%
Pct 10	255	5.7%
Pct 11	196	4.4%
Pct 12	243	5.5%
Pct 13	159	3.6%
Pct 14	202	4.5%
Pct 15	189	4.2%
Pct 16	200	4.5%
Pct 17	178	4.0%
Pct 18	178	4.0%
Pct 19	195	4.4%
Pct 20	197	4.4%
Pct 21	205	4.6%
(blank)	147	3.3%

Household includes children < 18

	#	% <18
Under 18 yrs	1,341	30%
(blank)	3,117	70%

Household includes 18-29 year olds

	#	%
18-29 years	700	16%
(blank)	3,758	84%

Household includes 30-54 year olds

	#	%
30-54 years	2,569	58%
(blank)	1,889	42%

Household includes 55-64 year olds

	#	%
55-64 years	1,005	23%
(blank)	3,453	77%

Household includes 65-74 year olds

	#	%
65-74 years	629	14%
(blank)	3,829	86%

Household includes 75+ year olds

	#	%
Over 74 yrs	584	13%
(blank)	3,874	87%

Years in Arlington

	#	%
Less than 5 years	1,233	28%
5-15 years	1,351	30%
16-25 years	681	15%
26-40 years	493	11%
More than 40 years	644	14%
(blank)	56	1%

Housing Type

	#	%
Single Family	2,297	52%
Condo	711	16%
2-4 units	1,060	24%
5 or more units	326	7%
(blank)	64	1%

Own/Rent

	#	%
Own	3,179	71%
Rent	1,214	27%
(blank)	65	1%

Does household have Internet Access

	#	%
Yes	4,086	92%
No	286	6%
(blank)	86	2%

COMMUNITY DEVELOPMENT



Vision 2020 Annual Survey Results for 2013

Participation

Your household is part of the Town of Arlington as a whole and also part of a particular neighborhood. We would like to learn how and why Arlington residents engage with their community.

Does your household participate in activities in your neighborhood?

	#	%
Yes	2,136	61%
No	1,218	35%
Total Yes Plus No	3,354	96%
Unaware of neighborhood activities	1,298	37%

Does your household attend Town-wide events (such as Town Day, Feast of the East, Eco-Fest, Patriots' Day events, school performances, sports)?

	#	%
Yes	3,146	71%
No	1,263	29%
Total	4,409	100%

Do you know one or more of your Town Meeting Members?

	#	%
Yes	1,466	33%
No	2,945	67%
Total	4,411	100%

Have you talked with a Town Meeting Member about a town issue or concern?

	#	%
Yes	930	21%
No	3,470	79%
Total	4,400	100%

Do you know Town Meeting Rep, by Precinct

	#		%	
	Yes	No	Yes	No
Pct 1	35	108	24%	76%
Pct 2	56	140	29%	71%
Pct 3	62	189	25%	75%
Pct 4	59	175	25%	75%
Pct 5	52	158	25%	75%
Pct 6	49	162	23%	77%
Pct 7	51	150	25%	75%
Pct 8	122	129	49%	51%
Pct 9	57	145	28%	72%
Pct 10	109	144	43%	57%
Pct 11	74	121	38%	62%
Pct 12	117	125	48%	52%
Pct 13	64	94	41%	59%
Pct 14	57	142	29%	71%
Pct 15	81	108	43%	57%
Pct 16	81	118	41%	59%
Pct 17	48	130	27%	73%
Pct 18	58	117	33%	67%
Pct 19	71	123	37%	63%
Pct 20	54	140	28%	72%
Pct 21	71	133	35%	65%
(blank)	38	94	29%	71%

Have you discussed issues with a Town Meeting Rep, by Precinct

	#		%	
	Yes	No	Yes	No
Pct 1	24	119	17%	83%
Pct 2	26	170	13%	87%
Pct 3	42	208	17%	83%
Pct 4	46	185	20%	80%
Pct 5	36	174	17%	83%
Pct 6	41	171	19%	81%
Pct 7	38	163	19%	81%
Pct 8	83	166	33%	67%
Pct 9	38	164	19%	81%
Pct 10	69	184	27%	73%
Pct 11	41	154	21%	79%
Pct 12	67	176	28%	72%
Pct 13	35	123	22%	78%
Pct 14	41	159	20%	80%
Pct 15	53	135	28%	72%
Pct 16	52	144	27%	73%
Pct 17	32	146	18%	82%
Pct 18	33	143	19%	81%
Pct 19	45	148	23%	77%
Pct 20	32	160	17%	83%
Pct 21	34	169	17%	83%
(blank)	22	109	17%	83%



Vision 2020 Annual Survey Results for 2013

Events and Issues

Attended or Viewed Events

Has your household attended any of the following Town government-related events or viewed them on Arlington's ACMi Cable TV or ACMi online?

% indicates Percentage of Total Survey Respondents - 4458

	Count	% Attended	Count	% Viewed
Ann./Special Town Meeting	463	10%	606	14%
Board of Selectmen Mtg.	356	8%	684	15%
Candidates' Night	293	7%	389	9%
Public Forum	410	9%	249	6%
Finance Comm. Mtg.	95	2%	244	5%
Public Hearing	416	9%	280	6%
School Comm. Mtg.	381	9%	551	12%
State of the Town Address	108	2%	227	5%
Town Board or Commission Mtg.	251	6%	250	6%
Precinct Mtg.	120	3%	138	3%

Communication Matters

Communication is vital to residents' engagement with their community and civic participation. The Town wants to know the most effective ways to get timely information to residents about Town events, issues, and procedures.

What communication sources does your household currently use to learn about Arlington Events (such as Town Day or Feast of the East) and Issues affecting the Town (such as schools, recycling, and financial matters)?

Print Sources - What print sources has your household used within the last year to learn about Town/School events and issues?

% indicates Percentage of Total Survey Respondents - 4458

	# Events	% Events	# Issues	% Issues
Arlington Advocate	2,204	49%	2,053	46%
Arlington Shopper	1,666	37%	643	14%
Boston Globe	1,509	34%	1,662	37%
Faith community newsletter	269	6%	196	4%
Neighborhood/ comm. newsletter	510	11%	406	9%
Flyers on bulletin boards	1,082	24%	410	9%
School messages sent home	852	19%	620	14%
Town Warrant mailings	1,026	23%	1,576	35%
Other printed materials	560	13%	520	12%



Vision 2020 Annual Survey Results for 2013

Events and Issues

Electronic/Online Sources: What sources has your household used within the last year to learn about Town/School events and issues?

% indicates Percentage of Total Survey Respondents - 4458

	# Events	% Events	# Issues	% Issues
Arlingtonma.gov	2,242	50%	2,144	48%
Town of Arlington Alerts	1,647	37%	1,706	38%
Town of Arlington Notices	1,439	32%	1,329	30%
Arlington Public Schools website	943	21%	684	15%
Arlington Public Schools - email lists	862	19%	701	16%
Arlington Parents' listserv	577	13%	531	12%
ACMi Cable TV	462	10%	437	10%
ACMi Cable online	106	2%	111	2%
E-mails from groups	948	21%	799	18%
Arlington Patch	1,001	22%	975	22%
Your Arlington	291	7%	349	8%
The Arlington List	754	17%	781	18%
Arlington Advocate	1,337	30%	1,239	28%
Boston.com	1,137	26%	1,073	24%
Facebook/Twitter	459	10%	353	8%
Community org. websites	528	12%	386	9%

C. Spoken (Word of Mouth) Communication: In what ways has your household talked with others within the last year to learn about Town/School events and issues?

% indicates Percentage of Total Survey Respondents - 4458

	#	% Events	#	% Issues
Neighborhood/Town conversations	2,382	53%	2,409	54%
Committee/Group conversations	613	14%	688	15%
At a social gathering	1,797	40%	1,739	39%

Even if you regularly use all three of the following types of communication to obtain Town information, which one source do you use most frequently?

	#	%
Electronic/Online	2,316	52%
Print source	1,099	25%
Word of mouth	665	15%
(blank)	378	8%

Vision 2020 Annual Survey Results for 2013

Volunteering

Arlington is rich in volunteers who serve the Town, nonprofit organizations, various causes, and other interests. The following questions relate to volunteer work done for the Town or State; schools; faith organizations; professional, trade or other work-related groups; sports; and special interest groups.

Do adults in your household serve as volunteers?

	#	% Adults
Yes	1,922	46%
No	2,220	54%
Total	4,142	100%

Do children in your household serve as volunteers?

	#	% Children
Yes	385	20%
No	1,510	80%
Total	1,895	100%

Do any members of your household volunteer in Arlington?

	#	% In Arlington
Yes	1,421	35%
No	2,669	65%
Total	4,090	100%

Do any members of your household volunteer outside Arlington?

	#	% Outside
Yes	1,768	44%
No	2,273	56%
Total	4,041	100%

Listed are some reasons people volunteer. For each reason indicate whether it is important to your household.

% indicates Percentage of Total Survey Respondents - 4458

	#	% Important
Group/Team effort	2,216	50%
Commitment to a cause	2,866	64%
Feel useful	2,225	50%
Give back to community	2,810	63%
Opportunity to learn	2,132	48%
Meet new people	1,997	45%
Network	925	21%
Use skills/knowledge	2,263	51%

Do any of the following keep anyone in your household from volunteering?

% indicates Percentage of Total Survey Respondents - 4458

	#	% Important
Care for family member	757	17%
Need transportation	246	6%
Language barrier	58	1%
Nothing to offer	206	5%
Meeting place not accessible	143	3%
Did not feel welcomed	154	3%
Too busy/no time	2,264	51%

If you were to consider volunteering, which of the following meeting times work best for you?

% indicates Percentage of Total Survey Respondents - 4458

	#	% Volunteer Time
Weekday day-time	621	14%
Weekday evening	1,091	24%
Weekend	1,283	29%

If you were to consider volunteering, which time commitment works best for you?

	#	% Volunteer Time
One day	1,098	25%
Few days or weeks	842	19%
Weeks to months	440	10%
Long-term	401	9%

COMMUNITY DEVELOPMENT



Vision 2020 Annual Survey Results for 2013

Town Goals

Arlington adopted nine Town Goals in the 1990's. We would like to know how residents currently view these goals.

Are you aware of these goals?

	Count	% Goals
Yes - aware	822	28%
No - not aware	2,072	72%
Total	2,894	100%

Vision 2020 Goals Support

	Strongly Support	Support	Do Not Support	(blank)
Community and Citizen Service – supporting community vitality, people helping people	1,764	1,193	51	1,450
% Community	40%	27%	1%	33%
Diversity – extending a warm welcome and respect to all	1,869	1,074	81	1,434
% Diversity	42%	24%	2%	32%
Education – educating youth and supporting life-long learning	2,363	641	40	1,414
Education	53%	14%	1%	32%
The Environment - protecting and enhancing Arlington's natural resources and sustainability	2,208	785	53	1,412
% Environment	50%	18%	1%	32%
Culture and Recreation (Public Art) – offering opportunities to meet, play, and grow in Arlington	1,666	1,244	93	1,455
% Culture and Recreation	37%	28%	2%	33%
Communication – supporting open public dialogue and accountability	1,571	1,360	63	1,464
% Communication	35%	31%	1%	33%
Fiscal Resources – achieving sound fiscal planning through an open process	1,843	1,113	42	1,460
% Fiscal Resources	41%	25%	1%	33%
Governance – promoting effective, efficient services and exchange of ideas	1,655	1,295	52	1,456
% Governance	37%	29%	1%	33%
Business – supporting business diversity and attractive commercial centers	1,734	1,229	62	1,433
% Business	39%	28%	1%	32%

MODERATOR



John D. Leone, Moderator

Town Meeting

Arlington's Legislative body, Town Meeting, held its 207th Annual Meeting and a Special Town Meeting over the course of six sessions. The Special Town Meeting comprised one full evening, the Annual Meeting took five evenings, the shortest in recent memory.

During the first night activities the State of the Town Address was given under Article Two and an invocation. Each session thereafter started with the singing of the National Anthem accompanied by Town Meeting members Jane Howard and Charles Gallagher on the piano.

Warrant Articles

The most important Vote at the 2013 year's Annual Town Meeting, was not the passage of our Budget and Capital Plan, the leaf blower bylaw compromise (passed), nor the plastic water bottle ban (failed). It was the unceremonious and near unanimous, No Ac-

tion vote on Article 22, which sought home rule legislation for the creation of an appointed "coordinated department of municipal finance" and the dissolution of the elected Treasurer's position.

Town Meeting is not only a forum for public opinion, debate and governance, but an essential element in preserving the democratic process and protecting the rights of the voters. Town Meeting voted down Article 22 as it would have disenfranchised the voters' right to freely elect their Treasurer as provided for under the Town Manager Act.

Town Meeting's vote on Article 22 assured that all Town governmental officials will remain, answerable to the very people that elected them and over whom they govern. The right to elect all of our Town officials is an essential element in preserving transparency in the democratic process.

In keeping with the theme of transparency in Government, Town Meeting allocated funds for the 2014 Annual Town Meeting to use an electronic voting tally and display system. The system as proposed by the Electronic Voting Study Committee will record the votes of each individual Town Meeting Members, which votes will be available to the public following the meeting. The citizens of Arlington will be able to see how their precinct representatives at Town Meeting voted. Accountability in government was the watchword for this Town Meeting.

Budgets

After a debate lasting two nights on the omnibus budget, the capital budget, and a multitude of warrant articles calling for other appropriations, a balanced budget of \$132,320,744.00 passed. The Special Town Meeting approved an appropriation of \$25,000 for the purpose of building a Visitor Center for the Town at Uncle Sam Plaza.



An 1897 aerial view taken from the steeple of the Unitarian Church, featuring what is known today as the Whittemore-Robbins House, and the home of the Arlington Senior Center.

LEGISLATIVE

PRECINCT 1

Cleinman, Stuart P.	113 Sunnyside Avenue	2016
Lyle, Darren W.	104 Gardner Street	2016
Smith, William J.	112 Decatur Street, #3	2016
Valeri, Robert V.	7 Wheaton Road	2016
Butts, Nancy	14 Wheaton Road	2015
McGaffigan, Elizabeth	34 Silk Street	2015
Mills, Kevin M.	28 Mystic Valley Pkwy.	2015
Stacchi, Deanna Lyn	100B Fremont Street	2015
Bastardi, Joseph A.	100 Decatur Street	2014
King, Marian E.	122 Decatur Street, Apt. 4	2014
McGaffigan, Paul J.	34 Silk Street	2014
Yarborough, Alan D.	27 Fremont Street	2014

PRECINCT 2

Cella, Augustine R.	99 Spy Pond Parkway	2016
Cella, Steven R.	99 Spy Pond Parkway	2016
Doherty, James F.	16 Spy Pond Parkway	2016
Donnellan, Shannon K.	91 Lake Street	2016
Carey, William A., Jr.	155 Lake Street	2015
DeCoursey, Stephen W.	7 Cheswick Road	2015
Fiore, Elsie C.	58 Mott Street	2015
McCabe, Mark W.	4 Dorothy Road	2015
Fiore, Peter J.	58 Mott Street	2014
Hayner, William	19 Putnam Road	2014
Kerins, Katelyn M.	58 Colonial Drive	2014
Logan, William	5 Mary Street	2014

PRECINCT 3

Corbett, Dennis M.	19 Winter Street	2016
Hayward, William F.	68 Cleveland Street, #2	2016
Susse, Jennifer R.	45 Teel Street	2016
Vanderberg, Laura E.	20 Waldo Road	2016
Auster, Adam	10 Cottage Avenue	2015
Dratch, Robin M.	70 Teel Street	2015
Robillard, James F.	58 Broadway	2015
Thompson, Anne K.	14 Cottage Avenue	2015
Griffin, Jean M.	42 Oxford Street	2014
Simas, Charles J.	42 Oxford Street	2014
Stamps, Susan D.	39 Grafton Street	2014
Tosti, Allan	38 Teel Street, #2	2014

PRECINCT 4

Ferrara, Ryan J.	94 Varnum Street	2016
Kaba, Nawwaf W.	7 Thorndike Street	2016
Marshall, Joseph M.	74 Varnum Street	2016
Swilling, Nathan W.	62 Magnolia Street	2016
Costa, Michael R.	82 Milton Street	2015
Costa, Patricia A.	82 Milton Street	2015
Laite, George	25 Lafayette Street	2015
Rowe, Clarissa	137 Herbert Road	2015
Beal, Wesley L.	68 Melrose Street	2014
Brogan, Gregory D.	59 Melrose Street, #2F	2014
Costa, John J., Jr.	82 Milton Street	2014
Flueckiger, Molly E.	55 Fairmont Street, #2	2014

PRECINCT 5

Donnelly, Jason M.	36 Amherst Street	2016
Harris, Edward J., III	250 Mystic Valley Parkway, #2	2016
Miller, Robert W.	4 Parallel Street	2016
Tibbetts, Gary F.	15 University Road	2016
Huber, Sarah C.	24 Amherst Street	2015

O'Rourke, Kathleen Demauro	181 Palmer Street	2015
Ortwein, Nanci L.	135 Medford Street, #2	2015
Smith, Scott B.	39 Amherst Street	2015
DuBois, Abigail	83 Park Street	2014
Goodfader, Emily	25 Bowdoin Street, #2	2014
Lovelace, Edward C.	20 Amherst Street	2014
Smith, Eric J.	16 Fordham Street	2014

PRECINCT 6

Ballin, James	30 Swan Place	2016
Kraus, Adele A.	438 Mass. Ave., #116	2016
Langone, Richard C.	12 Swan Place	2016
Reynolds, Lisa M.	1 Pond Terrace	2016
Berger, Eric	18 Hamilton Road, #205	2015
Fischer, Andrew S.	25 Lombard Road	2015
Kaplan, William H.	57 Spy Pond Lane	2015
Peluso, Theodore L.	438 Mass. Avenue, #420	2015
Batzell, Stephen W.	374 Mass. Avenue, #3	2014
Cronin, John Stephen	29 Wyman Terrace, #A	2014
Nohrden, Emily A.	7 Pond Terrace	2014
Snyder, Jill A.	276 Mass. Avenue, #305	2014

PRECINCT 7

Goff, Phil E.	94 Grafton Street	2016
McKinney, Laurence O.	32 Foster Street	2016
Stone, Betty J.	99 Harlow Street	2016
Younkin, Rebecca J.	30 Harlow Street	2016
Alton, Angela A.	91 Harlow Street, #2	2015
Connors, Joseph M.	78 Bates Road	2015
Hanson, Linda	11 Webster Street	2015
Romano, Maria A.	25 Bates Road	2015
Baron, Sheri A.	10 Raleigh Street	2014
Loreti, Christopher P.	56 Adams Street	2014
Nastasi, Laura J.	25 Bates Road	2014
Sharpe, Theodore W.	51 Palmer Street	2014

PRECINCT 8

Foskett, Charles T.	101 Brantwood Road	2016
Knobloch, Nicole K.	35 Academy Street	2016
Rehrig, Brian H.	28 Academy Street	2016
Worden, John L. III	27 Jason Street	2016
Aikenhead, Ellen T.	54 Brantwood Road	2015
Grossman, Irwin S.	16 Peabody Road	2015
Lobel, Joshua	73 Jason Street, #2	2015
Worden, Patricia B.	27 Jason Street	2015
Band, Carol L.	57 Bartlett Avenue	2014
Bean, David	50 Jason Street	2014
Berkowitz, William R.	12 Pelham Terrace	2014
Leone, John D.	51 Irving Street	2014

PRECINCT 9

Garballey, James J.	45 Maynard Street	2016
Hasbrouck, Brian	46 Sherborn Street	2016
Judd, Lyman G., Jr.	4 Winslow Street, #710	2016
Robillard, James F., II	17 Court Street	2016
Boltz, Barbara Ann	54 Medford Street, #510	2015
Edelstein, Debra A.	63 Webcowet Road	2015
Herlihy, Robert E.	51 Maynard Street	2015
Schlichtman, Paul	47 Mystic Street, #8C	2015
Griffin, Robert F.	92 Franklin Street	2014
Ruderman, A. Michael	9 Alton Street	2014
Liggett, Steven M.	25 Hayes Street	2014

LEGISLATIVE

Allen, Harold J., Jr. 7 Bacon Street 2014

PRECINCT 10

Endo, Pamela K. 201 Spring Street 2016
 Quinn, Michael J. 15 Shawnee Road 2016
 Spengler, Mark N. 189 Jason Street 2016
 Wren, Donna K. 75 Hillsdale Road 2016
 Costa, Barbara M. 26 Woodland Street 2015
 Forbes, Danuta M. 4 Iroquois Road 2015
 Klein, Christian MacQuarrie 54 Newport Street 2015
 Varoglu, Mustafa 26 Shawnee Road 2015
 Howard, Jane L. 12 Woodland Street 2014
 Howard, Peter B. 12 Woodland Street 2014
 Martin, John A. 60 Arlmont Street 2014
 Moyer, William David 49 Hillsdale Road 2014

PRECINCT 11

Hanley, Matthew J. 52 Ridge Street 2016
 O'Neil, Barry R. 254 Mystic Street 2016
 Schwartz, Paulette 20 Robin Hood Road 2016
 Wagner, Carl A. 30 Edgehill Road 2016
 Bilafer, Mary Ellen 59 Cutter Hill Road 2015
 Caccavaro, Thomas, Jr. 28 Ridge Street 2015
 Carney, Christine C. 98 Richfield Road 2015
 Fitzgerald, Thomas M. 67 Stowecroft Road 2015
 Crohan, Philip C. 170 Mystic Street 2014
 Heigham, Leba 82 Richfield Road 2014
 Radochia, Joyce H. 45 Columbia Road 2014
 Radochia, Robert J. 45 Columbia Road 2014

PRECINCT 12

Chaput, Roland E. 74 Grand View Road 2016
 Cofield, Jason 94 Robbins Road 2016
 Jamieson, Gordon A., Jr. 163 Scituate Street 2016
 ZefTel, Mona 11 Murray Street 2016
 Dohan, Marc 43 Chester Street 2015
 Jefferson, Robert J. 27 Park Circle 2015
 Larson, William T. 98 Spring Avenue 2015
 Thielman, Jeffrey D. 37 Coolidge Road 2015
 Bielefeld, Lisa A. 132 Mt. Vernon Street 2014
 Cayer, Michael J. 191 Newport Street 2014
 Helmuth, Eric D. 33 Grandview Road 2014
 Rockmore, Marlene 18 Perkins Street 2014

PRECINCT 13

Bayer, Paul J. 15 Oldham Road 2016
 Harrington, Stephen T. 74 Columbia Road 2016
 Lombard, Mark 52 Hodge Road 2016
 Sweeney, Nancy B. 10 Arrowhead Lane 2016
 Byrne, Steven M. 28 Upland Road 2015
 Curran, Joseph E. 5 Hodge Road 2015
 Gilligan, Stephen J. 77 Falmouth Road 2015
 Krepelka, Marie A. 12 Mohawk Road 2015
 Deyst, John J., Jr. 26 Upland Road West 2014
 Deyst, Mary A. 26 Upland Road West 2014
 Healy, Michael T. 1 Hodge Road 2014
 Good, David F. 37 Tomahawk Road 2014

PRECINCT 14

Goldstein, Amy R. 29 Albermarle Street 2016
 Moore, Christopher B. 80 School Street 2016
 O'Day, Brendan F. 48 Walnut Street 2016
 Stern, Michael W. 10 Farmer Road 2016
 Bahamon, Guillermo E. 22 Oakland Avenue 2015
 Jones, Alan H. 1 Lehigh Street 2015
 Pachter, Adam E. 67 Quincy Street 2015
 Tully, Joseph C. 329 Gray Street 2015
 Hillis, Robert Glen 17 Mount Vernon Street 2014
 Hooper, Gwenyth R.A. 1 School Street, #102 2014
 Maher, John F. 990 Mass. Avenue, #44 2014
 Mahon, Diane M. 23 Howard Street, #2 2014

PRECINCT 15

Downing, William J. 24 Fabyan Street 2016
 Harrington, Sean C. 10 Woodside Lane 2016
 McKenney, James H. 59 Epping Street 2016
 Sweeney, Richard A. 41 Hemlock Street 2016
 Curro, Joseph A., Jr. 21 Millett Street 2015
 Fanning, Richard C. 57 Yerxa Road 2015
 LaCourt, Annie 48 Chatham Street 2015
 Mara, Nancy A. 63 Epping Street 2015
 Ciano, Frank J. 65 Woodside Lane 2014
 Duggan, Neil J. 162 Ridge Street 2014
 Ford, Victoria P. 16 Twin Circle Drive 2014
 Friedman, Beth Ann 10 Hazel Terrace 2014

PRECINCT 16

Kamen, Allen 49 Claremont Avenue 2016
 Kenney, William J., Jr. 28 Wilbur Avenue 2016
 Lewiton, Marvin 18 West Street 2016
 Marin, Jeremy S. 97A Claremont Avenue 2016
 Cunniff, Robert C. 26 Cliff Street 2015
 Czapski, Holly 25 Ely Road 2015
 Phelps, Judith Ann 77 Oakland Avenue 2015
 Reedy, Allen W. 153 Renfrew Street 2015
 Garrity, Robert K. 275 Park Avenue 2014
 Koch, Kevin P. 100 Florence Avenue 2014
 O'Brien, Andrew E. 109 Hillside Avenue 2014
 Phelps, Richard S. 77 Oakland Avenue 2014

PRECINCT 17

Brown, Michael J. 10 Brattle Terrace 2016
 Buck, M. Sandra 28 Forest Street 2016
 Burke, William K. 2 Old Colony Lane, #3 2016
 LeRoy, Ann M. 12 Peirce Street 2016
 Fitzgerald, Ann V. 162 Summer Street, #1 2015
 Monju, Joseph J. 8 Brattle Street, #2 2015
 Pedulla, Lisa A. 8 Old Colony Lane, #11 2015
 Smith, Ann L. 38 Washington Street 2015
 Olszewski, Angela M. 1 Watermill Place, #428 2014
 Leonard, John R. 26 Grove Street, #10 2014
 McClure, Erin K. 37 Peirce Street 2014
 Smith, Richard E. 38 Washington Street 2014

LEGISLATIVE

PRECINCT 18

Carmichael, Raymond T.	255 Sylvia Street	2016
Cusce, Joseph A., Jr.	90 Hathaway Circle	2016
Irizarry, Gilbert	42 Standish Road	2016
Parsons, Carolyn M.	23 Brewster Road	2016
Belskis, John V.	196 Wollaston Avenue	2015
Canniff, John W.	71 Hathaway Circle	2015
Canniff, Shirley M.	71 Hathaway Circle	2015
Ford, William J.	6 Mayflower Road	2015
Gallagher, Charles D.	16 Shelley Road	2014
Gandek-Tighe, Kathryn L.	55 George Street	2014
Hadley, David E.	202 Sylvia Street	2014
Ronan, Mary I	1 Brewster Road	2014

PRECINCT 19

Butler, Deborah Sirotkin	19 Overlook Road	2016
Farrell, Daniel J.	38 Ronald Road	2016
Hurd, John V.	573 Summer Street.	2016
Deshler, Christine P.	65 Huntington Road	2015
Durocher, Michelle M.	65 Huntington Road	2015
O'Connor, James M.	63 Overlook Road	2015
Trembly, Edward D.	76 Wright Street	2015
Daniels, Douglas S.	42 Hancock Street	2014
Doherty, Leo F. Jr.	8 Gay Street	2014
Henning, Meghan	42 Hancock Street	2014
Sweeney, Brian Patrick	35 Edmund Road	2014
Frohlich, Julia A.	31 Hancock Street	2014

PRECINCT 20

Bloom, Raymond M.	90 Sylvia Street	2016
Kardon, Leonard J.	65 Tanager Street	2016
May, Michaela C.	29 Aberdeen Road	2016
McCrary, Hugh P.	36 Argyle Road	2016
Carman, Dean E.	29 Kilsythe Road	2015
Fuller, Peter T.	7 Kilsythe Road	2015
Tosi, Robert L., Sr.	14 Inverness Road	2015
Tosi, Robert L., Jr.	14 Inverness Road	2015
Gormley, Maureen E.	1250 Mass. Ave.	2014
Loosian, Katherine Norian	39 Inverness Road	2014
Larkin, Maureen O'Connell	31 Inverness Road	2014
Putnam, Thomas J.	27 Tanager Street	2014

PRECINCT 21

Doctrow, Susan R.	99 Westminster Avenue	2016
Dunn, Daniel J.	58 Alpine Street	2016
Goebel, Jennifer S.	89 Sunset Road	2016
Mayer, Leslie A.	131 Crescent Hill Avenue	2016
Canaday, John T.	269 Lowell Street	2015
Levy, David J.	7 Westmoreland Avenue	2015
McCabe, Harry P.	92 Madison Avenue	2015
Weber, Janice A.	29 Crescent Hill Avenue	2015
Fitzgerald, Leanne	64 Westminster Avenue	2014
May, John W.	11 Colonial Village Dr., #11	2014
Memon, Zarina G.	15 Sunset Road	2014
Phillips, Walter C.	2 Crescent Hill Avenue	2014

*APPOINTED

LEGISLATIVE

2013 ANNUAL TOWN MEETING

Session	Date	Town Meeting Member Total	Members Present	Percentage
1	April 22, 2013	250	225	90%
2	April 24, 2013	251	222	88%
3	April 29, 2013	252	220	87%
4	May 1, 2013	252	208	83%
5	May 6, 2013	252	204	81%
6	May 8, 2013	250	193	77%

Articles & Actions April 22, 2013 - May 8, 2013

ARTICLE	ACTION	DATE
* 2	STATE OF THE TOWN ADDRESS	VOTED:UNANIMOUSLY 04/22/13
* 3	REPORTS OF COMMITTEES	VOTED:RECEIVED 04/22/13
* 4	APPOINTMENT OF MEASURERS OF WOOD AND BARK	VOTED:QUORUM PRESENT 04/22/13
* 5	ELECTION OF ASSISTANT MODERATOR	VOTED:QUORUM PRESENT 04/22/13
6	ZONING BYLAW AMENDMENT/ ACCESSORY APARTMENTS	VOTED:UNANIMOUSLY NO ACTION ON ARTICLE 04/22/13
7	ZONING BYLAWAMENDMENT/ MEDICAL MARIJUANA DISPENSARY SITING	VOTED:STANDING VOTE AFFIRMATIVE - 114 NEGATIVE - 72 04/22/13
* 8	ZONING BYLAW AMENDMENT/ MEDICAL MARIJUANA DISPENSARY MORATORIUM	VOTED:(QUORUM PRESENT) TWO-THIRDS MEMBERS VOTING IN THE AFFIRMATIVE 04/22/13
* 9	GRANT OF EASEMENTS/ THOMPSON SCHOOL IN THE AFFIRMATIVE	VOTED:VOTED: (QUORUM PRESENT) TWO-THIRDS MEMBERS VOTING 04/22/13
* 10	BYLAW AMENDMENT/JUNK DEALERS AND COLLECTORS	VOTED:(AFFIRMATIVE) 04/22/13
* 11	BYLAW AMENDMENT/ USE REGULATIONS PUBLIC LAND/PROPERTY	VOTED:UNANIMOUSLY (QUORUM PRESENT) 04/22/13
* 12	BYLAW AMENDMENT/TOWN MEETING ELECTRONIC VOTING DEPARTMENT	VOTED:AFFIRMATIVE (QUORUM PRESENT) 04/22/13

LEGISLATIVE

13	BYLAW AMENDMENT/ ANIMAL CONTROL REGULATIONS	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
* 14	BYLAW AMENDMENT/ TO ALLOW SELF-SERVE GASOLINE	VOTED:QUORUM PRESENT That Article 14 was defeated.	04/29/13
15	BYLAW AMENDMENT/ REGULATION OF UTILITY POLES	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
16	BYLAW AMENDMENT/ SAFE STREETS	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
* 17	OVERNIGHT PARKING FEES	VOTED:UNANIMOUSLY (QUORUM PRESENT)	04/29/13
* 18	DAYTIME PARKING (QUORUM PRESENT)	VOTED:AFFIRMATIVE	04/29/13
* 19	TO REESTABLISH THE NOISE ABATEMENT COMMITTEE	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
20	TRANSFER TO CONSERVATION COMMISSION/TOWN OWNED PARCELS BORDERING SPY POND	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
* 21	HOME RULE LEGISLATION EVENS MAURICE	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
* 22	HOME RULE LEGISLATION/ MUNICIPAL FINANCE DEPARTMENT	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
* 23	HOME RULE LEGISLATION/ PUBLIC ART FUND	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
* 24	ACCEPTANCE OF LEGISLATION/ COMPENSATION OF RETIREMENT BOARD MEMBERS	VOTED:STANDING VOTE AFFIRMATIVE - 88 NEGATIVE - 81	04/29/13
25	ACCEPTANCE/SMALL PERSONAL PROPERTY EXEMPTION	VOTED:AFFIRMATIVE (QUORUM PRESENT)	05/01/13
* 26	ACCEPTANCE/LOCAL OPTION TAXES	VOTED:UNANIMOUSLY (QUORUM PRESENT)	04/29/13
27	ENDORSEMENT OF CDBG APPLICATION	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
* 28	REVOLVING FUNDS STANDARDIZATION	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13
* 29	COLLECTIVE BARGAINING	VOTED:UNANIMOUSLY (QUORUM PRESENT)	04/29/13
* 30	POSITIONS RECLASSIFICATION	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/29/13

LEGISLATIVE

31	APPROPRIATION/TOWN BUDGETS	VOTED:AFFIRMATIVE (QUORUM PRESENT)	05/06/13
* 32	APPROPRIATION/CREATION OF SPECIAL EDUCATION STABILIZATION FUND	VOTED: UNANIMOUSLY (QUORUM PRESENT MORE THAN 85 TMM PRESENT AND VOTING)	05/06/13
* 33	CAPITAL BUDGET MUNICIPAL FINANCE DEPARTMENT	VOTED:AFFIRMATIVE (QUORUM PRESENT MORE THAN 85 TMM PRESENT AND VOTING)	05/06/13
34	APPROPRIATION/MINUTEMAN REGIONAL VOCATIONAL TECHNICAL HIGH SCHOOL	VOTED:AFFIRMATIVE (QUORUM PRESENT)	05/06/13
35	APPROPRIATION/FINANCING OF CONSTRUCTION OR RECONSTRUCTION OF SEWERS AND SEWERAGE FACILITIES	VOTED:DECLARED 2/3 RD VOTE (QUORUM PRESENT– MORE THAN 85 TMM PRESENT AND VOTING IN THE AFFIRMATIVE)	05/08/13
36	APPROPRIATION/FINANCING OF CONSTRUCTION OR RECONSTRUCTION OF WATER MAINS AND WATER FACILITIES	VOTED:DECLARED 2/3 RD VOTE (QUORUM PRESENT – MORE THAN 85 TMM PRESENT AND VOTING IN THE AFFIRMATIVE)	05/08/13
37	APPROPRIATION/COMMITTEES AND COMMISSIONS	VOTED:AFFIRMATIVE (QUORUM PRESENT)	05/08/13
38	APPROPRIATION/TOWN CELEBRATIONS	VOTED:UNANIMOUSLY (QUORUM PRESENT)	05/08/13
* 39	APPROPRIATION/MISCELLANEOUS	VOTED:UNANIMOUSLY (QUORUM PRESENT)	05/08/13
40	APPROPRIATION/WATER BODIES FUND	VOTED:UNANIMOUSLY (QUORUM PRESENT)	05/08/13
41	APPROPRIATION and EMINENT DOMAIN/ROUTE 60-MASS. AVE. INTERSECTION MOBILITY IMPROVEMENT PROJECT EASEMENTS	VOTED:DECLARED 2/3 RD VOTE (QUORUM PRESENT – MORE THAN 85 TMM PRESENT AND VOTING IN THE AFFIRMATIVE)	05/08/13
42	APPROPRIATION/ELECTRONIC TOWN MEETING VOTING EQUIPMENT	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/22/13
43	APPROPRIATION/HARRY BARBER COMMUNITY SERVICE PROGRAM	VOTED:UNANIMOUSLY (QUORUM PRESENT)	05/08/13

LEGISLATIVE

* 44	APPROPRIATION/ MANUFACTURE AND INSTALLATION OF THE FIRST PHASE OF HISTORIC SIGNS	VOTED:AFFIRMATIVE (QUORUM PRESENT)	05/08/13
45	APPROPRIATION/UNCLE SAM COMMITTEE	VOTED:AFFIRMATIVE (QUORUM PRESENT)	05/08/13
46	APPROPRIATION/PENSION ADJUSTMENT FOR FORMER TWENTY-FIVE YEAR/ ACCIDENTAL DISABILITY EMPLOYEES	VOTED:UNANIMOUSLY (QUORUM PRESENT)	05/08/13
* 47	APPROPRIATION/POST EMPLOYMENT BENEFITS (OPEB) TRUST FUND	VOTED:UNANIMOUSLY (QUORUM PRESENT)	05/08/13
48	APPROPRIATION/FISCAL STABILITY STABILIZATION FUND	VOTED:UNANIMOUSLY (QUORUM PRESENT - MORE THAN 85 TMM PRESENT AND VOTING)	05/08/13
49	APPROPRIATION LONG TERM STABILIZATION FUND	VOTED:UNANIMOUSLY (QUORUM PRESENT – MORE THAN 85 TMM PRESENT AND VOTING)	05/08/13
* 50	APPROPRIATION/OVERLAY RESERVE	VOTED:UNANIMOUSLY (QUORUM PRESENT – MORE THAN 85 TMM PRESENT AND VOTING)	05/08/13
* 51	APPROPRIATION/TIP FEE STABILIZATION	VOTED:DECLARED 2/3 RD VOTE (QUORUM PRESENT – MORE THAN 85 TMM PRESENT AND VOTING)	05/08/13
* 52	TRANSFER OF FUNDS/CEMETERY	VOTED:UNANIMOUSLY (QUORUM PRESENT – MORE THAN 85 TMM PRESENT AND VOTING)	05/08/13
* 53	USE OF FREE CASH	VOTED: (UNANIMOUSLY) (QUORUM PRESENT – MORE THAN 85 TMM PRESENT AND VOTING)	05/08/13

SPECIAL TOWN MEETING

APRIL 24, 2013

2	BYLAW AMENDMENT/LEAF BLOWERS	VOTED:STANDING VOTE AFFIRMATIVE - 113 NEGATIVE – 95	04/24/13
3	APPROPRIATION/TEMPORARY VISITOR CENTER AT UNCLE SAM PLAZA	VOTED:AFFIRMATIVE (QUORUM PRESENT)	04/24/13
4	BYLAW AMENDMENT/SALE OF DRINKING WATER IN SINGLE- SERVE PET BOTTLES	VOTED:QUORUM PRESENT NO ACTION TAKEN	04/24/13

TOWN CLERK & ELECTIONS

TOWN CLERK

The following annual report of the Town Clerk for the year ending December 31, 2013, is herewith submitted in accordance with Section 3 of Article 3, Title 1 of the Town By-Laws. During 2013 five elections were prepared for and conducted by the Town Clerk's Office:

Annual Town Election	April 6, 2013
Special State Senate Primary	April 30, 2013
Special State Senate Election	June 25, 2013
Special State 5 th Congressional District Representative Primary	October 15, 2013
Special State 5 th Congressional District Representative Election	December 10, 2013

The Town has twenty-one Accu-Vote voting machines, one for each precinct, and a main counting system located in the Town Clerk's Office. This system consists of paper ballots to be marked by the voters and inserted into the Accu-Vote machines, which automatically tally the votes appearing on the paper ballots. When the polls close, the precinct totals are immediately printed at the precinct, posted, announced and then transferred to the Town Clerk's Office on a memory card. The precinct totals are accumulated by entering the memory cards into the main counting system. Finally, the complete official Town results are printed and announced.

Town Meeting Members whose terms were to expire at the Annual Town Election were notified of that fact and of the provision of law which allows them to become candidates for re-election by giving written notice thereof to the Town Clerk. Nomination papers are issued to candidates for Town offices, including Town Meeting Members, and, after being certified by the Registrars of Voters Office, were filed with the Town Clerk. A meeting was held by the Registrars of Voters, as required by law, to draw names for position on the official ballot for the Annual Town Election.

With the exception of Town Meeting Members, candidates for major Town Offices were notified of the law regarding the filing of periodic statements of campaign receipts and expenditures with the Town Clerk's Office. Incumbents and candidates for election during the previous year, who had campaign finance activity, a balance and/or liability were also notified of the requirements of filing annual reports.

Upon application, absentee ballots were issued for the aforementioned Elections. Applications for absentee ballots were automatically sent to all persons who had filed physicians' certificates of permanent physical disability, as required by law. Many residents took advantage of the provision of law allowing them to vote in person in the Town Clerk's Office prior to the elections if they were to be out of town or otherwise unavailable to

vote in person at the polls on the day of the elections. A total of 3,146 absentee ballots were issued in 2013.

Absentee ballots by election:

Annual Town Election	609
Special State Senate Primary	479
Special State Senate Election	1,011
Special State 5 th Middlesex District Representative Primary	549
Special State 5 th Middlesex District Representative Election	498

The Annual Town Meeting began on April 22, 2013, and continued for six sessions, dissolving on May 8, 2013. A total of fifty-three warrant articles were acted upon. The first article of the Annual Town Meeting is the Annual Town Election. Meetings were held prior the Annual Town Meeting to fill vacancies in the Town Meeting membership (caused by resignation, removal from Town, or death) until the next Annual Town Election. The only Special Town Meeting began and dissolved on April 24, 2013. A total of four warrant articles were acted upon.

Certificates of all appropriations voted at all Town Meetings and the provisions for meeting them were sent to the Board of Assessors and the Comptroller, as required by law. Certified copies of all votes authorizing indebtedness were sent to the Director of Accounts. The Secretary of the Commonwealth was notified of the acceptance by the Town Meeting of any provisions of the General Laws. In addition, certified copies of all votes passed at all Town Meetings were sent to the departments affected.

All the amendments to the Town By-Laws and Zoning By-Laws, as voted at the Annual Town Meeting, were submitted to the Attorney General and were approved within the statutory period provided. Following advertisement for two weeks in the local newspaper, as required by law, the amendments took effect. A summary of the Annual Town Meeting appears in the Legislative section of this Annual Report. A complete record of the actions taken is contained in the Records of Elections and Town Meetings in the Town Clerk's Office as well as online at arlingtonma.gov/elections.

Births, deaths, and marriages were recorded and copies forwarded to the Secretary of the Commonwealth monthly. Certified copies of these vital statistics and all other documents recorded in the Town Clerk's Office were made available upon request.

A total of 1,807 dog licenses were issued by the Town Clerk's Office. Certain licenses granted by the Board of Selectmen were issued. Raffle and bazaar permits and gasoline permit renewals were issued. Financing statements, utility pole locations, cemetery deeds, and business certificates were recorded. Decisions of the Zoning Board of Appeals, decisions on

TOWN CLERK & ELECTIONS

Fees Collected			
	2013	2012	2011
Marriage Intentions	\$7492	\$6,874	\$7,140
Miscellaneous Certificates	\$35,552	\$36,492	\$34,756
Renewal of Gasoline Permits	\$806	\$290	\$1,250
Miscellaneous Books/CDs	\$746	\$850	\$425
Miscellaneous Violations	\$6687	\$5,882	\$3,580
Duplicate Dog Tags	\$32	\$30	\$44
Filing Fees/Special Permits	\$190	\$14,215	\$1,750
Dog Licenses	\$28,515	\$26,235	\$25,595
TOTAL	\$80,020	\$90,868	\$74,540

request for Special Permits from the Redevelopment Board, and Amendments to the Traffic Rules and Orders were also placed on file in this office.

The Department of Revenue was notified of all licenses and permits issued and business certificates filed. Street permit, drain layer, blasting, and other surety bonds covering contractors were also placed on file in this office. Oaths of office were administered to all elected or appointed Town Officials and each was given copies of excerpts from the Open Meeting Law and the Conflict of Interest Law. Notices of meetings of all boards, committees or commissions were publicly posted upon receipt, as required by the Open Meeting Law. Town officials and departments were notified of all Legislative Acts affecting them.

Fines were collected for citations issued under Section 21D, Chapter 40, General Laws, for violations of the Town By-Laws. Citations for persons who did not pay the penalties within the required time (twenty-one days) were referred to the Clerk of the District Court of Middlesex for further action. Your attention is directed to the following vital statistics of the Town, which are recorded at this time. It should be noted, however, that the summaries of births and deaths are incomplete, inasmuch as records thereof pertaining to Arlington residents are still being received by our office from the cities and towns where these events occurred.

Vital Statistics	2013	2012	2011
Births	600	576	534
Deaths	313	319	341
Marriages	227	218	227

Registrars of Voters

As mandated by law, a combined Annual Town and School Census was conducted during the months of January and February. The census was conducted entirely by mail, with computer preprinted forms sent to each household in Arlington requesting that information contained therein be confirmed or corrected. The census forms contained the names of all persons residing in Arlington. Once returned to the Registrars' Office, all census and voter information was entered and continually updated in the Town's computer database by the Registrars' Office. A list of children eligible for Kindergarten for the following year was transmitted to the School Committee upon request.

The Jury commissioner obtained juror information directly from the Massachusetts Voter Registration Information system from data entered into the system by this office. The Annual True List of Person, seventeen years of age and older, was published as required by



TOWN CLERK & ELECTIONS

law. In accordance with the True List information that had been presented, notices were sent by first class mail, as required by law, to persons whose names were to be removed from the voting list because they had not been reported as residing in Arlington on January 1, 2013. Those who proved residence were reinstated. The total number of registered voters upon completion of the annual revision of the voting list for the last election of the year was 30,541. The following number of voters in the three political parties are as follows:

Democrats	14,087
Republicans	2,077
Unenrolled (formerly called Independent)	14,261

Voters who enroll in a political designation may not vote in any State or Presidential Primary. Cards were mailed to voters acknowledging receipt of change or cancellation of political party enrollments received during the year by this office.

Registered Voters	2013	2012	2011
Total Registered	30,541	30,636	28,909
Democrats	14,087	14,182	13,699
Unenrolled	14,261	14,160	12,592
Republicans	2,077	2,169	2,127

Throughout the year daily sessions for registration of voters were held during regular business hours in the Office of the Town Clerk. Special sessions were also held until 8:00 p.m. on the last day to register for each of the five elections.

Mail-in voter registrations have eliminated the requirement that special evening and Saturday sessions for the registration of voters to be held except for the final day prior to the deadline for registration for primaries and elections. Special forms for mail-in voter registration were made available at various locations throughout Arlington and all other cities and towns in the State.

In addition, persons were allowed to fill out voter registration affidavits at public offices throughout Massachusetts, such as the Registry of Motor Vehicles, Social Security, Welfare, Medicaid, Food Stamps, Military Recruitment Offices, and other State and Federal departmental offices. These affidavits were forwarded through the computer or by mail to the Registrars of Voters or Election Commissioners of the voters' places of residence. As required by law, acknowledgment forms were sent to persons who registered to vote at special locations, or mailed in registration affidavits, notifying them of their precincts and voting places.

The Board certified voter signatures appearing on nomination papers filed by, or on behalf of, candidates seeking offices at the Annual Town Election. Also, petitions for articles to be inserted in the warrant for the 2013, Annual, and any Special Town Meetings, also applications for absentee ballots for the Annual Town Election. After nomination papers for the Annual Town Election had been certified by the Registrars of Voters and filed with the Town Clerk, the Registrars of Voters held a meeting to draw names for the order of position on the official ballot for the election, as required by law.

During the year, the information contained on approximately 20,000 census forms of residents of the Town on January 1, was transferred to their individual master cards. These cards provide a complete official record of residence for all persons seventeen years of age or older from the time they first become residents of the Town. From such information, certificates of residence are issued daily to establish eligibility for attendance at state and regional schools, colleges and universities, receipt of old age assistance, veterans' services, social security, employment in state or federal civil service, and for many other purposes. In addition, Registered Voters' Certificates were issued throughout the year from the Board's records for identification purposes and for proof of citizenship.

During all elections the Registrars of Voters were in session throughout the entire time the polls were open to assist voters who had questions relating to registration, name and/or address changes, precincts, polling places, and other problems arising during that time. After the polls closed, the Registrars assisted in the tabulation of the ballots until the final results were announced.

In 2014 the Clerk's Office will become updated with computer forms for deaths and, possibly, marriages through the State system. Our births have been on this system for a few years with great success. We also have been able to use a form for the archival birth certificates thanks to the Town's GIS Coordinator.

TOWN CLERK & ELECTIONS

ARLINGTON ANNUAL TOWN ELECTION, APRIL 6, 2013

Total of Ballots Cast – 8619

% of total number of registered voters – 28.66

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Total Ballots Cast	205	591	489	494	338	411	383	529	395	476	451	616	435	386	411	405	190	392	426	308	288	8619

Moderator for Three Years (3)

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
John D. Leone	151	396	320	343	238	260	267	403	312	343	349	431	301	278	299	288	144	263	304	222	195	6107
Write-in Votes	1	3	6	5	3	1	2	2	2	3	2	1	8	1	4	0	1	3	8	1	2	59

Selectmen for Three Years (3)

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Kevin F. Greeley	89	280	253	241	162	173	166	362	206	306	265	403	216	223	227	245	89	169	222	168	161	4626
Maria A. Romano	104	263	185	216	143	200	197	123	162	144	157	174	200	127	154	138	85	190	178	112	103	3355
Write-in Votes	0	1	2	4	2	2	0	4	1	0	0	1	0	6	3	0	1	3	3	1	2	36

Assessor for Three Years (3)

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
James F. Doherty	133	360	309	318	213	231	242	334	279	307	326	386	282	240	282	263	131	238	269	209	171	5523
Write-in Votes	1	7	2	8	4	2	1	2	2	6	2	7	10	1	5	3	1	4	6	3	0	77

School Committee for Three Years (3)

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Kirsi Allison - Ampe	105	258	258	228	166	176	181	346	194	271	229	346	183	193	219	239	92	170	213	148	147	4362
Michael G. Buckley	76	227	121	173	128	122	130	125	172	132	144	188	204	147	181	129	79	192	166	136	110	3082
Judson L. Pierce	97	246	225	200	149	179	169	323	156	283	268	355	193	169	207	231	89	172	202	148	125	4186

School Committee for Three Years (1)

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Paul Schlichtman	131	330	291	300	204	221	222	345	270	295	303	390	250	244	262	259	125	230	252	197	162	5283
Write-in Votes	2	5	2	9	4	10	10	9	3	11	9	11	16	5	11	4	6	14	16	13	4	174

Housing Authority (5)

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Richard B. Murray	137	369	294	313	218	243	242	317	286	290	319	375	281	240	270	254	126	232	268	212	167	5453
Write-in Votes	1	3	2	3	2	0	1	2	4	3	0	2	7	1	2	1	1	2	7	0	0	44

Housing Authority (2)

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Bridgett James	132	342	285	310	195	221	238	292	287	280	295	362	260	222	248	248	118	226	261	196	164	5182
Write-in Votes	0	2	0	3	4	0	1	1	2	1	0	2	5	2	5	1	1	0	3	2	0	35

Question 1

Shall the Town have four vehicular travel lanes on Massachusetts Avenue in East Arlington as now practiced?

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
YES	117	328	242	243	209	239	216	162	229	190	231	230	273	190	238	166	111	239	221	136	124	4334
NO	83	254	241	245	124	167	159	355	146	278	209	371	157	183	161	233	72	142	198	159	160	4097

Question 2

Do you favor the Town's current overnight parking ban?

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
YES	129	352	292	274	219	236	244	321	204	313	284	379	303	228	253	258	124	246	271	149	175	525
NO	65	211	180	213	112	156	117	187	166	152	148	202	110	141	144	137	55	124	140	138	102	3000

TOWN CLERK & ELECTIONS

PRECINCT 1 Three Years

Cleinman, Stuart P.	113 Sunnyside Avenue	114
Lyle, Darren W.	104 Gardner Street	111
Valeri, Robert V.	7 Wheaton Road	126

PRECINCT 1 Two Years

Nancy Butts	14 Wheaton Road	149
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PRECINCT 2 Three Years

Jennifer Watson	66 Mott Street	222
Cella, Augustine R.	99 Spy Pond Parkway	258
Cella, Steven R.	99 Spy Pond Parkway	277
Doherty, James F.	16 Spy Pond Parkway	280
Donnellan, Shannon K.	91 Lake Street	314

PRECINCT 3 Three Years

Corbett, Dennis M.	19 Winter Street	160
Hayward, William F.	68 Cleveland Street, #2	193
Susse, Jennifer R.	45 Teel Street	246
Vanderberg, Laura E.	20 Waldo Road	225
Justin P. Chillemi	54 Cleveland Street	106
John K. Hoppe	63 Teal Street	158

PRECINCT 4 Three Years

Marshall, Joseph M.	74 Varnum Street	282
Swilling, Nathan W.	62 Magnolia Street	264
Ferrara, Ryan J.	94 Varnum Street	278
Kaba, Nawwaf W.	7 Thorndike Street	261

PRECINCT 5 Three Years

Tibbetts, Gary F.	15 University Road	191
Donnelly, Jason M.	36 Amherst Street	173
Harris III, Edward J.	250 Mystic Valley Pkwy	164

PRECINCT 5 Two Years

Vacancy

PRECINCT 6 Three Years

Langone, Richard C.	12 Swan Place	193
Ballin, James	30 Swan Place	182
Kraus, Adele A.	438 Massachusetts Ave.	193
Reynolds, Lisa M.	1 Pond Terrace	197

PRECINCT 6 One Year

Vacancy

PRECINCT 7 Three Years

Stone, Betty J.	99 Harlow Street	215
Younkin, Rebecca J.	30 Harlow Street	208
Goff, Phil E.	94 Grafton Street	168
McKinney, Laurence O.	32 Foster Street	172
Kaepplein, Mark H.	11 Palmer Street	140

PRECINCT 8 Three Years

Foskett, Charles T.	101 Brantwood Road	292
Knobloch, Nicole K.	35 Academy Street	257
Rehrig, Brian H.	28 Academy Street	272
Worden, John L. III	27 Jason Street	320
Jantz, Joan	64 Gray Street	188
Fusaris, Kurt W.	128 Pleasant Street	121

PRECINCT 9 Three Years

Garballey, James J.	45 Maynard Street	270
Hasbrouck, Brian	46 Sherborn Street	182
Judd, Lyman G., Jr.	4 Winslow Street, #710	191
Robillard, James F., II	17 Court Street	218

PRECINCT 9 One Year

Vacancy

PRECINCT 10 Three Years

Endo, Pamela K.	201 Spring Street	250
Quinn, Michael J.	15 Shawnee Road	211
Spengler, Mark N.	189 Jason Street	186
Wren, Donna K.	75 Hillsdale Road	214
Boit, Nicholas B.	35 Temple Street	103
Jackson, Ian T.	232 Highland Avenue	134
White R., Donald S.	260 Highland Avenue	159

PRECINCT 11 Three Years

Hanley, Matthew J.	52 Ridge Street	270
O'Neil, Barry R.	254 Mystic Street	269
Schwartz, Paulette	20 Robin Hood Road	265
Wagner, Carl A.	30 Edgehill Road	267

PRECINCT 12 Three Years

Chaput, Roland E.	74 Grand View Road	305
Cofield, Jason	94 Robbins Road	314
Jamieson, Gordon A., Jr.	163 Scituate Street	245
Zeftel, Mona	11 Murray Street	249
Palmer, John J.	6 Perkins Street	138
Whettle, R. Bruce	94 Coolidge Road	207
Scheschareg, Robert A.	36 Fayette Street	153

PRECINCT 13 Three Years

Bayer, Paul J.	15 Oldham Road	198
Harrington, Stephen T.	74 Columbia Road	226
Sweeney, Nancy B.	10 Arrowhead Lane	211
Lombard, Mark	52 Hodge Road	287
Sweeney, John H.	10 Arrowhead Lane	164

PRECINCT 14 Three Years

Goldstein, Amy R.	29 Albermarle Street	221
O'Day, Brendan F.	48 Walnut Street	220

PRECINCT 15 Three Years

Downing, William J.	24 Fabyan Street	202
Harrington, Sean C.	10 Woodside Lane	180
McKenney, James H.	59 Epping Street	159
Sweeney, Richard A.	41 Hemlock Street	193
Pallett, A. Matthew	127 Winchester Road	131
Craig, Bennett W.	20 Fabyan Street	148

PRECINCT 16 Three Years

Kamen, Allen	49 Claremont Avenue	237
Kenney, William J., Jr.	28 Wilbur Avenue	221
Lewiton, Marvin	18 West Street	220
Marin, Jeremy S.	97A Claremont Avenue	237

PRECINCT 17 Three Years

Brown, Michael J.	10 Brattle Terrace	121
Buck, M. Sandra	28 Forest Street	119
Burke, William K.	2 Old Colony Lane, #3	99

TOWN CLERK & ELECTIONS

LeRoyer, Ann M. 12 Peirce Street 109

PRECINCT 18 Three Years

Carmichael, Raymond T. 255 Sylvia Street 160
 Cusce, Joseph A., Jr. 90 Hathaway Circle 176
 Irizarry, Gilbert 42 Standish Road 155
 Parsons, Carolyn M. 23 Brewster Road 149
 Horowitz, Gary P. 172 Charlton Street 128
 Kerins, Tom E. 6 Keats Road 131

PRECINCT 19 Three Years

Butler, Deborah Sirotkin 19 Overlook Road 174
 Farrell, Daniel J. 38 Ronald Road 159
 Hurd, John V. 573 Summer Street. 200
 Hutchinson, Robert 28 Thesda Street 132
 Dunn Jr., John J. 36 Aerial Street 122
 Frohlich, Julie A. 31 Hancock Street 152
 Leary, Jeanne M. 425 Summer Street 196

PRECINCT 20 Three Years

Bloom, Raymond M. 90 Sylvia Street 181
 Kardon, Leonard J. 65 Tanager Street 188
 May, Michaela C. 29 Aberdeen Road 199
 McCrory, Hugh P. 36 Argyle Road 185

PRECINCT 21 Three Years

Doctrow, Susan R. 99 Westminster Avenue 136
 Dunn, Daniel J. 58 Alpine Street 124
 Goebel, Jennifer S. 89 Sunset Road 105
 Mayer, Leslie A. 131 Crescent Hill Avenue 124
 Malone, Michael P. 36 Evergreen Lane 88
 Bowen, R. David 158 Lowell Street 103

PRECINCT 21 Two Years

Vacancy

PRECINCT 21 One Year

Vacancy

ELECTION RESULTS FOR SPECIAL STATE PRIMARY 4/30/2013

Registered Voters 29,999
 Cards Cast 9,272
 % Voter Turnout 30.91%

DEMOCRAT

SENATOR IN CONGRESS VOTES

Stephen F. Lynch 1901
 Edward J. Markey 6201
 Write-in Votes 9

REPUBLICAN

SENATOR IN CONGRESS

Gabriel E. Gomez 547
 Michael J. Sullivan 469
 Daniel B. Winslow 135
 Write-in Votes 10

ELECTION RESULTS FOR SPECIAL STATE ELECTION 06/25/2013

Registered Voters 30,238
 Cards Cast 12,970
 % Voter Turnout 42.89%

REPRESENTATIVE IN CONGRESS

Gabriel E. Gomez 3253
 Edward J. Markey 9632
 Richard A. Heos 57
 Write-in Votes 28

ELECTION RESULTS FOR SPECIAL STATE PRIMARY 10/15/2013

Registered Voters 30,358
 Cards Cast 7,972
 % Voter Turnout 26.26%

DEMOCRAT

REPRESENTATIVE IN CONGRESS

William Brownsberger 1913
 Katherine M. Clark 2518
 Peter J. Koutoujian 985
 Martin Long 153

Paul John Maisano 74
 Carl M. Sciortino, Jr. 1371
 Karen E. Spilka 287
 Write-in Votes 12

REPUBLICAN

REPRESENTATIVE IN CONGRESS

Frank Addivinola, Jr 339
 Michael P. Stopa 130
 Tom Tierney 177
 Write-in Votes 7

ELECTION RESULTS FOR SPECIAL STATE ELECTION 12/10/2013

Registered Voters 30,541
 Cards Cast 5,620
 % Voter Turnout 18.40%

REPRESENTATIVE IN CONGRESS

Frank Addivinola, Jr 1131
 Katherine M. Clark 4297
 James V. Aulenti 66
 James O. Hall 111
 Write-in Votes

TOWN DIRECTORY

TOWN OFFICIALS AND COMMITTEES

as of December 31, 2013

Elected by Arlington's Citizens

Board of Selectmen	Term
Daniel J. Dunn, Chair, 58 Alpine St.	2014
Diane M. Mahon, 23 Howard St.	2014
Joseph A. Curro Jr., 21 Millett St.	2015
Steven M. Byrne, 28 Upland Rd	2015
Kevin F. Greeley, 363 Mystic St	2016

Moderator	
John Leone, 51 Irving St	2016

Town Clerk	
Stephanie Lucarelli, 20 Laurel St	2014

Town Treasurer	
Stephen Gilligan, 77 Falmouth Rd	2014

Board of Assessors	
James F. Doherty, 6 Highland Ave	2013
Mary Winstanley O'Connor, 781 Concord Tnpk	2014
Kevin P. Feeley, 25 Baker Rd	2015

School Committee	
Paul Schlichtman, 47 Mystic Street	2014
William Hayner, 19 Putnam Rd	2014
Leba Heigham, 82 Richfield Rd	2014
Cindy Starks, 1 Monanock Rd	2015
Jeffrey Thielman, 37 Coolidge Rd	2015
Kirsi C. Allison-Ampe, 12 Brattle Terrace	2016
Judson L. Pierce, 42 Draper Ave	2016

Arlington Housing Authority	
Richard B. Murray, 990 Massachusetts Ave	2013
Bridgett Garballey James	2013
Daniel Brosnan	2014
Nicholas Mitropoulos, 17 Jean Rd	2016
Gaer Talanian	2016

Appointed by Town Moderator

Finance Committee**	
Charles T. Foskett, Vice Chair (8)	2013
Stephen W. DeCoursey (2)	2013
Joseph M. Connors (7)	2013
John J. Deyst, Jr. (13)	2013
Alan H. Jones, Vice Chair (14)	2013
Mary I. Ronan (18)	2013
Paul J. Bayer (1)	2013
VACANT (6)	2013
Carolyn White (16)	2013
Peter B. Howard, Secretary (10)	2014
Ryan J. Ferrara (4)	2014
Dean Carman (20)	2014
Mary M. Franclemont (5)	2014
Robert A. Jenkins (11)	2014
Kenneth J. Simmons (12)	2015
Christine P. Dreshler (19)	2015
Richard C. Fanning, Vice Chair (15)	2015
Allan Tosti, Chair (3)	2015
David McKenna (21)	2015
Brian Beck (9)	2015
Grant Gibian (17)	2015
Gloria Turkall, Executive Secretary	

**Appointed by the Town Moderator, Chairman of the Finance Committee, and the Board of Trust Fund Commissioners.

**Minuteman Regional High School
Committee Representative**
Laura Morrisette

Appointed by the Board of Selectmen

Town Manager	Term
Adam W. Chapdelaine	2/23/15

Comptroller	
Ruth Lewis	3/1/14

Board Administrator	
Marie A. Krepelka	

Bicycle Advisory Committee	
Scott Smith	2013
Stephen Miller	2013
Ron Sender	2014
Doug Greenfield	2014
Christopher Tokin	2015
Jack W. Johnson	2015
Philip Goff	2016

Board of Registrars of Voters	
Joseph Boike	2014
Adele Kraus	2016
Florence R. McGee	2016
Stephanie Lucarelli, Chair	

Arlington Cultural Council	
Margaret Moore, Recording Secretary	
Karin Blum, Co-Chair	
Eliza Burden, Co-Chair	
Wendy Glaas, Corresponding Secretary	
Joe Burns	
Becky Holmes-Farley	
Elisabeth Taylor	
Margaret Husak, Treasurer	
Scott Samenfeld	

Arlington Cultural Commission	
Stephanie Marlin-Curiel	
Barbara Costa	
Adria Arch	
Roland Chaput	
Nora Mann	
Scott Samenfeld	
David Ardito	

Dallin Museum Trustees	
Roly Chaput	2013
Terry Shaoul	2013
Geraldine Tremblay	2013
Dan Johnson	2014
Heather Leavell	2014
Christine Sharbrough	2014
Sarah Burks	2016
Aimee Taberner	2016
Tracy Skahan	2016
Ellen Aamodt	2016
Jacqueline Bates	2016
James P. McGough	Trustee Emeritus

Historic District Commissions	
Thomas Smurzynski	2013
Jade Cummings	2014
Stephen Makowka	2015
John L. Worden III, Secretary	2015

TOWN DIRECTORY

Beth Cohen 2015
 Michael Logan 2015
 David Baldwin 2016
 Jonathan Nyberg 2016
 Martha Penzenik 2016
 Charles Barry 2016
 Michael Bush 2016
 Cynthia Hamilton 2016
 Carol Greeley, Executive Secretary

Transportation Advisory Committee

Scott Smith
 Elisabeth Carr-Jones
 Howard Muise
 Jeff Maxtutis
 Jean Clark
 Paul Kent (representing the Chamber of Commerce)
 Richard Turcotte
 Edward Starr
 Officer Corey Rateau (Police)
 Wayne Chouinard (Public Works)
 Laura Wiener (Planning)
 Kevin F. Greeley (Selectmen Liaison)
Associate Members (non-voting)
 John Lentz
 Jessica French
 Andrew Machado

Zoning Board of Appeals

Suzanne Rivitaz 2014
 Pamela Heidell 2014
 Walter Fey 2016
 Christian Klein 2016
 Roger DuPont 2015

Appointed by the Town Manager

Town Manager's Office

Andrew F. Flanagan, Deputy Town Manager
 Eileen Messina, Executive Secretary
 Domenic Lanzillotti, Purchasing Officer
 Joan Roman, Public Information Officer
 Michael Bouton, Management Analyst

Legal

Douglas Heim, Town Counsel
 Edward M. Marlenga, Workers' Compensation Agent

Planning and Community Development

Carol Kowalski, Director

Community Safety

Frederick Ryan, Chief, Police
 Robert Jefferson, Chief, Fire

Libraries

Ryan Livergood, Director

Public Works

Michael Rademacher, Director

Health and Human Services

Christine Bongiorno, Director

Information Technology

David Good, Chief Technology Officer

Human Resources/Affirmative Action

Caryn E. Malloy, Director

Inspectional Services

Michael Byrne, Director

Council on Aging

Susan Carp, Executive Director

Veterans' Services

William McCarthy, Veterans Agent

Health and Human Services

Christine Bongiorno, Director

Weights and Measures

Joseph Carabello, Sealer/Health Compliance Officer

Recreation

Joseph Connelly, Director

Ed Burns Arena

David Cunningham, Facilities Supervisor

Appointed by the Town Manager

Subject to the approval of the Board of Selectmen

Redevelopment Board

	Term
Christine M Scypinski *	2013
Andrew West	2014
Andrew Bunnell	2014
Michael Cayer	2014
Bruce Fitzsimmons	2015

**Appointed by the Governor*

Board of Health

Marie Walsh Condon	2015
Kenneth Kohlberg	2016
Michael Fitzpatrick, D.M.D.	2016

Board of Library Trustees

Francis Murphy	2013
Joyce H. Radochia	2013
Kathleen Fennelly	2014
Barbara Muldoon	2015
Diane Gordon	2015
Heather Calvin	2015
Adam Delmolino	2015

Park and Recreation Commission

James Robillard	2014
Shirley Canniff	2014
Leslie Mayer	2016
Donald Vitters	2015
Jennifer Rothenberg	2015

Board of Youth Services

Joan Axelrod	
Ann Horgan	2013
Mary DeCoursey	2014
Carlene Newell	2014
Lori Talanian	2014
Malachy Shaw-Jones	2014
Gina Murphy	2014
Lauren Boyle	2014
Lynn Horgan	2015
Joan Robbio	2015
Cynthia Sheridan	2015
Elizabeth Oppedisano, ex-officio	

TOWN DIRECTORY

Equal Opportunity Advisory Committee

Barbara Boltz
 Augusta Haydock
 Jack Jones
 Adrienne McClure
 Patricia O'Donoghue
 Howard B. Winkler
 Caryn Cove Malloy, ex-officio

Historical Commission

Pamela Meister	2012
Jane Becker	2013
Patrick B. Guthrie	2016
JoAnn Robinson	2013
Eric Stange	2013
Diane Schaefer	2014
Richard Duffy, Assoc	
Vicki Rose, Assoc	

Council on Aging

Ann Fitzgerald	2014
Sue Culhane	2014
Lucilia Prates	2014
Joanne Morel	2014
Annette Bender	2015
Ingeborg Reichenbach	2015
Rev. Dr. Rich Phelps	2015
Mara Klein Collins	2015
William Carey	2015

Conservation Commission

William O'Rourke (non-voting)	2013
Catherine Garnett	2014
Christopher Naylor	2014
Eileen Coleman	2014
Michelle Durocher (assoc)	2014
David White	2015
Nathaniel Stevens	2016
Charles Tirone	2016
Curtis Connors	2016
Corinna Beckwith, Conservation Administrator	

Disability Commission

	Term
D. Heidi Hample	2013
Maureen St. Hilaire	2013
Janice Dallas	2014
Susan James	2014
Kerrie Fallon	2015
John J. Thompson	2015
Michael Rademacher	2015
Rachel Buonopane	2015

Open Space Committee

Jane Auger
 Teresa DeBenedictis
 Lisa Decker
 Joey Glushko
 Michele Hassler
 Elizabeth Karpati
 Patsy Kraemer
 Ann LeRoy
 Leslie Mayer
 David White

Human Rights Commission

Sheri A. Baron
 Marissa Brigggett

Christine C. Carney
 Stacy Davison
 Jorge Loayza
 A. Nick Minton
 Gary Horowitz
 Nancy Rhoads
 Mel Goldsipe
 Nancy Sweeney
 Robin Varghese
 Patrolman James Smith
 Marilyn Carnell, staff assistant

Constables

Vincent A. Natale, Jr.	2015
Roland A. Demers, Jr.	2015
Ellen Digby	2015
Richard Boyle	2016

Various Appointing Authorities

Capital Planning Committee

Charles T. Foskett, Chair
 Diane Johnson
 Stephen J. Andrew
 Stephen Gilligan
 Andrew P. Flanagan
 Ruth Lewis
 Anthony T. Lionetta
 Barbara Thornton
 Brian Rehrig

Permanent Town Building Committee

John Cole, Chair
 Michael Boujoulian
 Mark Miano
 Suzanne Robinson
 Diane Johnson
 Jeff Thielman
 John Maher
 Alan Reedy
 Adam W. Chapdelaine

Vision 2020 Standing Committee

Jo-Martha Glushko
 Brucie Moulton
 Bill Hayner
 David White
 Elizabeth Karpati
 Jane L. Howard
 Andrew Fischer
 Bruce Fitzsimmons
 Adam Chapdelaine
 Daniel Dunn
 Joshua Lobel
 Cheryl Miller
 Angela Olszewski
 John Leone
 Kathy Bodie
 Mary A. Harrison
 John Budzyna
 Joe Connelly
 Claire Carswell
 Tarajee Pass
 Dave Haas
 Brad Barber
 Gail McCormick
 Stephen Ricci
 Gordon Jamieson

TOWN DIRECTORY

TOWN OF ARLINGTON

www.arlingtonma.gov

TELEPHONE REFERENCE GUIDE To Reach All Town Offices: 781-316-3000

Office	Extension
Assessors	3050
Cemetery	3276
Clerk	3070
Comptroller	3330
Consumer Affairs	3408
Council on Aging	3400
Council on Alcohol Education	3252
Emergency Management	781-643-4000
Engineering	3320
Fair Housing	3429
Fire (Non-Emergency)	3800
Fire Prevention	3803
Health	3170
Human Resources	3120
Human Rights	3250
Human Services	3250
Information Technology	3340
Inspections	3390
Legal	3150
Libraries	3200
<i>Nights and Weekends</i>	781-316-3200
Fox Library	3198
Parking Clerk	3031
Planning & Community Development	3090
Police (Administration)	3900
Police (Non-Emergency) (24 Hour)	781-643-1212
Public Works:	
Administration at Grove Street	3108
Town Yard at Grove Street	3300
<i>Nights and Weekends</i>	781-316-3301
<i>Water/Sewer Nights/Weekends</i>	781-316-3301
Recreation	3880
Redevelopment Board	3090
Registrars of Voters	3070
Sealer of Weights & Measures	3193
Selectmen	3020
Town Manager	3010
Treasurer/Tax Collector	3030
Veterans' Services	3166
Zoning Board of Appeals	3396

ARLINGTON PUBLIC SCHOOLS

869 MASSACHUSETTS AVENUE

To Reach All School Offices: 781-316-3500

Office	Extension
Superintendent of Schools	3501
Chief Financial Officer	3511
Chief Technology Officer	3343
Special Education	3531
English Language Learners	2339
METCO	3556
Athletics	3351
Data Integration for	
Curriculum, Instruction, and Assessment	3534
Transportation	3503
High School	3593
Ottoson Middle School	3745
Bishop Elementary	3791
Brackett Elementary	3705

NO SCHOOL ANNOUNCEMENTS: Broadcast on WBZ (1030), WEEI (850), and WCVB-TV (Channel 5). Fire Whistle sounds at 6:30 A.M. for No School at Junior and Senior High Schools, at 7:45 A.M. for No School at the Elementary Schools. www.arlington.k12.ma.gov will also have a no school announcements.

TOWN DIRECTORY

STATE AND FEDERAL LEGISLATORS

Office Phone Number

Senator Kenneth J. Donnelly
617-722-1432
(4th Middlesex District)
Room 413-D, State House
Boston, MA 02133

Representative Sean Garballey
617-722-2090
(23rd Middlesex District)
Room 540, State House
Boston, MA 02133

Representative David M. Rogers
617-722-2400
(24th Middlesex District)
Room 134, State House
Boston, MA 02133

OTHER PUBLIC SERVICES

Arlington Advocate	781-643-7900
Arlington Boys and Girls Club	781-648-1617
Arlington Chamber of Commerce	781-643-4600
Arlington Historical Society	781-648-4300
Arlington Housing Authority	781-646-3400
Arlington Senior Center	781-316-3400
NSTAR (Emergency)	1-800-592-2000
Keyspan (Leaks)	1-800-231-5325
Center for Mental Health	781-646-7300
Comcast	1-800-266-2278
Jason Russell House/Smith Museum	781-648-4300
Logan International Airport	617-561-1800
Mass. Bay Transit Authority	617-222-3200
Mass. Water Resources Authority (24 Hour Emergency)	617-727-5274
Middlesex County Offices	617-494-4000
Minuteman Regional High School	781-861-6500
Post Office (Arlington Center)	781-648-1940
RCN	781-316-8800
Registry of Motor Vehicles	617-351-4500
Skating Rink	781-643-4800
Verizon Cable	800-870-9999
Visiting Nurse and Community Health	781-643-6090
Whittemore-Robbins House	781-316-3260
Youth Consultation Center	781-316-3255

TOWN DIRECTORY

Incorporation: The Town of Arlington was originally settled in 1635 as a village under the name Menotomy. In 1807, the Town and a section of what is now Belmont were set off from Cambridge and incorporated as West Cambridge. In 1867, the Town was renamed to Arlington in honor of the heroes buried at Arlington National Cemetery in Arlington, Virginia.

Population

1970 (Federal Census) 52,720
1975 (State Census) 50,223
1980 (Federal Census) 48,219
1985 (State Census) 46,465
1990 (Federal Census) 44,630
2000 (Federal Census) 42,389
2005 (American Community Survey by U.S. Census) 41,224
2010 (Federal Census) 42,844

Location: Arlington is situated six miles northwest of Boston, in latitude 42 degrees 25 minutes north, longitude 71 degrees 09 minutes west. The Town is bordered on the north by Winchester, on the east by Medford and Somerville, on the south by Cambridge and Belmont, and on the west by Lexington.

Elevation: The Town elevation above mean tide ranges from a low of 4 feet to a high of 377 feet. Elevations include 10 feet at Massachusetts Avenue and the Cambridge line, 48 feet at Massachusetts Avenue and Pleasant Street, 155 feet at Massachusetts Avenue and Park Avenue, 281 feet at Crescent Hill Avenue and Park Place, and 377 feet at Park Circle and Eastern Avenue.

Area: Arlington covers 3,517.5 acres, or 5.5 square miles, of which 286.2 acres are covered by water. There are 158.27 acres of parkland owned by the Town and 52.25 acres under the control of the Massachusetts Department of Conservation and Recreation. Just over fifty-nine acres of the land area is devoted to cemeteries.

Form of Government: The Town of Arlington is governed by the "Town Manager Act of the Town of Arlington, Massachusetts," the "By-Laws of the Town of Arlington," and Massachusetts General Laws Chapter 43A, "Standard Form of Representative Town Meeting Government." The executive branch is made up of a five-member Board of Selectmen elected at large. The Board hires a professional manager to administer the daily operations of the government. The legislative branch is a Town Meeting made up of 252 representatives, elected from each of the twenty-one precincts in Town. Arlington is also a member of the 7th Massachusetts Congressional District, 4th Middlesex State Senatorial District, and the 23rd and 26th Middlesex State Representative Districts.

Infrastructure: There are 95.27 miles of public streets and Town ways, 24.36 miles of private streets open for travel, 6.11 miles of state highways and parkways, and 3.24 miles of paper streets. The permanent water system consists of 131.43 miles, and the sewer system consists of 117.37 miles. There are 77.37 miles in the Town's storm drain system, and the Town maintains 3,698 catch basins. There are 104.09 miles of permanent sidewalks and 94 miles of curbing.

Transportation: Arlington is bounded on the south by Route 2, a major transportation route allowing access to Boston and the western part of Massachusetts. Arlington is also a short distance from Interstate Routes 93 and 95. Other major routes that go through the Town are Routes 2A and 3. Public transportation is provided through the Massachusetts Bay Transit Authority (MBTA), servicing the Greater Boston area with bus service and a subway system. Closest access to the subway system is through the Alewife Station located just over the Arlington border in Cambridge.

Education: The Town of Arlington operates an excellent school system with seven elementary schools, one middle school, and Arlington High School. The elementary schools are: Bishop School, 25 Columbia Road; Brackett School, 66 Eastern Avenue; Dallin School, 185 Florence Avenue; Hardy School, 52 Lake Street; Peirce School, 85 Park Avenue Extension; Stratton School, 180 Mountain Avenue, and Thompson School, 70 North Union Street. The Ottoson Middle School is located at 63 Acton Street. Arlington High School is located at 869 Massachusetts Avenue.

Additional Information: Town of Arlington website at www.arlingtonma.gov.