

CENTRAL MANAGEMENT SERVICES

HUMAN RESOURCES DEPARTMENT

The Human Resources Department serves all of the employees of the Town that are appointed by the Board of Selectmen, the Town Manager, the Comptroller, the Town Treasurer, the Town Clerk, and the Board of Assessors. The purpose of the Department is to administer the Town's compensation and benefits programs. Additionally, the Department deals with a wide variety of issues relative to quality of life in the workplace and seeks to improve the effectiveness of Town services by recruiting the best employees and reviewing and improving the Departments' organizational structure.

The Department handled over one-hundred personnel transactions relating to a myriad of positions. This includes retirements, resignations, promotions, vacancy postings and advertisements, interviewing, selection, and enrollment of new employees. The Town had over 32 new hires in the year 2014.

Among the searches the Director facilitated over the course of the year were recruitments for Deputy Treasurer, Director of Assessments, and School Accountant. These searches utilized assessment center style evaluations and talented financial professionals from across departments. For some of these vacancies it was the first time this collaborative hiring approach was used. The result is the recruitment of three highly talented and well qualified individuals to these positions.

Over the spring the Department conducted and exhaustive audit of all its basic and voluntary life insurance enrollments; it was a time consuming and highly detailed project. The result of the audit is a streamlined and up to date roster of the 1,000 contracts the Department administers.

The Department utilized grant monies to offer informational sessions for employees on nutrition. The trainings were cosponsored by Whole Foods market. Additionally the Department utilized grant monies to develop informational videos on the Town's Health Reimbursement Account.

Under the direction of the Town Manager and Deputy Town Manager the Director spent the late summer and early fall engaging in successor bargaining with our labor unions. All six collective bargaining unit agreements will expire in the summer of 2015.

The Department closed out the year by actively pursuing an online application tool with the guidance of the IT Department. Once implemented it will bring significant efficiencies to the current e-mail based system.

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

2015 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 expiration of six union contracts in June HR Department staff will be heavily involved in collective bargaining. The Department will also continue to audit our policies and practices to ensure compliance to various collective bargaining agreements and employment laws.

EQUAL OPPORTUNITY

The Town of Arlington has established the following mission statement relative to Equal Opportunity:

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

The Equal Opportunity Advisory Committee (EOAC) 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 2014 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 2014, 18% of those interviewed for Town Positions identified as being a minority; this is the same percentage as it was in 2013 and an improvement from 12.5% in 2012. Of the 32 hires made in 2014, 5 are of minority status. The Committee continues the ongoing process of strategizing new and inventive ways in which to attract qualified minority applicants.

The Committee takes every opportunity to meet with Department Heads and Elected Officials to express the importance of valuing diversity in the workplace and having fair and equitable hiring practices. Over the past year the Committee met with Police Chief Frederick Ryan, Planning Director Carol Kowalski, Health and Human Services Director Christine Bongiorno, and

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Deputy Town Manager Andrew Flanagan. The Committee also welcomed Arlington's visitors from Pakistan Sanam Zafar and Rukhsana Aziz.

Most recently the Committee hosted Burt Barachowitz, Project Manager of PMA Consultants LLC for the Central Fire Station renovation. Mr. Barachowitz provided the Committee with detailed reports of the participation of females and minorities in the project. 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.

Any person interested in the 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

The Information Technology Department is responsible for supporting, implementing, and upgrading over 2000 thousand personal computers, one hundred PDA's, over four hundred printers, twenty five hundred iPads, twenty five servers, across Town and School Departments. Also under the purview of the IT department is the Town and School network infrastructure, five hundred wireless access points, electronic communication systems, the Munis financial software system, Power-School (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 2014 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, data, voice and security networks, and hosted services environments. The IT department is also responsible for testing and evaluating new equipment and systems while consolidating systems as needed. We have begun Phase 1 of the IT Strategic Plan. The Plan was created over the past year through the collaborative efforts of departmental stakeholders, department heads, and the Information Technology Advisory Committee. The Departmental IT Needs Assessment was completed which resulted in the prioritization and funding of strategic department project work to be done.

Ongoing improvements are being made to the

security infrastructure by continually upgrading anti-virus, anti-spyware, content filters, firewalls, and spam protection services. We continue to upgrade and re-configure Town network switches with the capability to support wireless connectivity, Voice Over Internet Protocol (VOIP), gigabit speeds and to provide better performance and greater security. Work is being completed on the creation of the RFP for the replacement of the Town and School Telephone Systems. Wireless Network capability is installed in all of our Town and School buildings. Our Systems Analyst, in conjunction with the IT staff, has spearheaded an initiative to better enable IT to support its Users and also enable users to be more self-sufficient. The initiative includes the creation of an IT Liaison Program, Newly created Troubleshooting Guide, and IT Request Policy and Tool Assessment. This initiative is currently under review by the Town Manager.

We have partnered with our Director of Facilities and Manager of Energy Management and have made progress on our Data Center Consolidation Project. We will be replacing our ancient Air Conditioning system with a more energy efficient system that will take advantage of new technologies allowing the unit to use outside air to assist with cooling. We will also shrink the number of Data Centers from two to one and continue to virtualize servers to shrink our existing hardware footprint.

Strategic Initiatives

- Continued to upgrade Town and School Network infrastructure to support VOIP and Wireless Networking.
- Assessed, selected, and implement Digital Meeting Management product for Selectman, School Committee, and their support staff.
- Implemented Online Payments system for the Treasurer's office to enable citizens to pay real estate, water, excise tax bills, and other fees by credit or debit card and electronic check.
- Completed IT Needs Assessment with Department Heads and Town Manager to identify and prioritize IT project work to be done over the next two years.
- Expanded Apple iPad pilot by 460 iPads and 16 Carts in order to bring each of the non-Thompson Elementary Schools to six carts per school and add three more carts to the Ottoson Middle School and one more cart to AHS.
- Implementation of Electronic Voting system completed and used during Town Meeting
- Completed Phase 2 of VOIP Project. Creation of RFP is completed.
- Outsourced Treasurer Bill Printing function to

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- third party vendor.
- Placed 30 iPads and a cart along with 60 ChromeBooks and Tubs to be managed by the AHS Media Center Tech Support Group for the purpose of supporting AHS BYOD Pilot.
- Created Energy Management System Network and Server environment to support Phase 1 of School/Town Energy Management Project.
- Expanded Town's Internet bandwidth capability by negotiating co-location agreement with Level 3 Communications at no charge to the Town.

Infrastructure/Instructional/Operations Initiatives

- Increased wireless network density in the High School and Ottoson Middle School.
- Continued upgrading Desktop software to Windows 7 and Office 2010 across the Town and Schools.
- The GIS Office conducted preliminary analysis of impervious surfaces to support the exploration of a storm water utility with the assistance of the Engineering Department.
- Purchased, imaged, and distributed 300 laptops for Teachers across the School System.
- Expanded iPad application distribution system using LightSpeed's Mobil Device Manager.
- Configured and enrolled over 460 new iPads into the Mobil Device Management System.
- Completed billing programs to support quarterly water bills and overdue notices.
- Modified water meter configuration system to support quarterly water billing and fire services.
- The GIS Office developed an internet-based address search tool. This tool allows a user to search by an address and return a host of common requested webpages and town related information, such as property assessment details, bills, building permits, school details, trash, recycling and street sweeping routes, polling locations, and zoning details.
- Modified Payment and Donation web sites to work with new Town Web Site.
- 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, locked printing and postscript capabilities.
- Upgraded Virtual Server environment to

increase the ability to virtualize additional servers and to add storage capacity.

- Began Linux Pilot project at AHS to support students who need access to Computers that are only setup for Internet access. Tech students build these machines in conjunction with the High School Instructional Technology teacher.
- Upgraded Town network Firewall product.
- Completed field data collection of all fire hydrants in Town and incorporated them into the GIS database.

FY2015 Objectives

Begin execution of Phase 2 of the newly created IT Strategic Plan (establish IT Liaison Program and select and implement new HelpDesk Tool).

- Install New Air Conditioning System for Data Center.
- Consolidate Town and School Data Center and Network Operations.
- Begin Assessment process for replacing/upgrading School Web Site.
- Enhance Security of Town Web Site with Site wide Security Cert.
- Issue Voice Over IP RFP, choose vendor and begin implementation.
- Perform Build out of Elementary School Wireless network for density use.
- Develop and Implement Room Reservation Tool.
- Provide Central Fire Station with New IT Infrastructure as part of the building renovation project.
- Test and Implement CopLogic System for APD.
- Evaluate and Implement School Emergency Communication System.
- Upgrade 200 Teacher Laptops across the School District.
- Add and replace 400 pad's in Elementary Schools across the District.
- Create App so that all Town Day booths and vendor locations and information will be accessible on a phone or tablet at Town Day.

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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	FY2014 Actual	FY2015 Est.	FY2016 Est.
MGL Chapter 84 Claims			
<i>Personal injury or property damage as a result of a claimed defect in a public way</i>			
Total Claims Closed	28	23	23
	20	20	20
New Claims	12	15	15
MGL Chapter 258 Claims - Massachusetts Tort Claims Act			
Total Claims Closed	42	45	45
	26	15	15
New Claims	12	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

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

- Continue to work with other Town departments in an effort to recover various amounts owed to the Town, as well as develop legal options for enhancing use of Town resources.
- Work with the Town's management team to develop requested legal and policy positions in a variety of substantive areas.
- Develop proposals for guidelines on use of outside counsel.
- Continue the comprehensive review and codification of Policies and Practices of the Board of Selectmen and make recommendations on streamlining and making them more effective and up-to-date.
- Work with Town departments to identify and control potential workplace hazards and help improve worker safety.

