Human Resources Department

The Human Resources Department (HR) 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, and vacancy postings, plus advertisements, interviewing, selection, and enrollment of new employees. The Town had over fifty new hires in the year 2012.

Early 2012 was a challenge for the Department as we assisted employees and retirees with the adjustment to receiving their health insurance benefits through the Group Insurance Commission (GIC). After a special enrollment in the fall of 2011 for health and dental benefits the Department then participated in the regular annual open enrollment for the GIC in the spring of 2012. With the adoption of the GIC the Department was charged with the administration the Health Reimbursement Account (HRA) for employees and retirees on active health plans. The HRA, provided for under the statute that allowed the Town to join the GIC, is funded by savings from the transition to the GIC and provides economic relief to enrollees who incur high co-pays and extraordinary out of pocket costs.

In February Town Manager Brian Sullivan retired and the Director of the Department Caryn Malloy worked closely with the Board of Selectmen and Town Counsel in the recruitment of his successor. In March Adam Chapdelaine was appointed to the position of Town Manager, Mr. Chapdelaine had served the Town as Deputy Town Manager since the spring of 2010. The Director then organized and facilitated the search for a new Deputy Town Manager. The search panel included Comptroller Ruth Lewis and Arlington Public Schools Chief Financial Officer Diane Johnson. The team utilized an assessment center style instrument where candidates were put through series of exercises they would be expected to perform if they were the successful candidate. The Town Manager appointed Andrew Flanagan, who was then the City Manager for Newburyport. Also in the spring of 2012 Library Director MaryEllen Remmert-Loud retired after over 30 years of service to the Town. After a wide search process, the Town Manager appointed then Assistant Library Director Ryan Livergood as her successor.

The late summer and early fall were busy with settling collective bargaining agreements. At the Special Town Meeting in October multi-year contracts for all six Town unions were funded. This is the first time in over ten years that all Town union contracts have been settled and funded ahead of their expiration.

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

2013 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 or 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 2012 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 employ-

ment. In 2008 the percentage of minority applicants interviewed for Town positions was 4%, and since that time we have seen a modest improvement to 12.5% in 2012 (up 2.5% from 2011). The Committee continues to strategize about new and inventive ways in which to attract qualified minority applicants.

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. 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 takes in person meetings 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. During 2012 the Committee met with Town Treasurer Stephen Gilligan.

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 2,200 personal computers across Town and School departments, seventy five PDA's, over four hundred printers, four hundred and fifty iPads, thirty servers, Town and School network infrastructure, electronic communication systems, the Munis financial software system, PowerSchool (student information 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 2012 the Information Technology department continued to upgrade the Town and School information technology infrastructures, and improve 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. Our GIS Coordinator implemented an upgraded version of our mapping software from ESRI and is working with departments to upgrade existing maps and create new maps across the Town and School departments.

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 this summer. Arlington Public Schools continued its expansion of its cloud computing initiative by adding an AHS student domain within the Google environment for e-mail, Google Docs, 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.

Strategic Initiatives
- Implemented PeopleGIS tools as a complimentary GIS Web application that will enable departments to automate activities and operational functions.
- Building-security assessment delivered with recommendations to better secure Town and School buildings.
- Apple iPad pilot projects initiated in the Stratton, Bishop, Hardy, and Thompson.
- Document management assessment results and recommendations delivered for the Selectmen and Clerks office.
- Created GIS maps from PowerSchool (Student Information System) data to support APS redistricting projects.
- Created RFI for Bill Printing and Mailing of all Tax bills that are currently printed and distributed by the IT department and the Treasurers Office.
- Finalist chosen for Electronic Online Payments RFI. Interviews and reference checks currently being performed.
- Town Website Project working group created in conjunction with Public Information Officer

and ITAC Committee (Information Technology Advisory Committee).

- Electronic Voting Committee established by Town Moderator, Town Meeting, and ITAC (Information Technology Advisory Committee).
- Development of IT Strategic Plan begun. Key Stakeholders identified and department head interviews ongoing.
- Designed technology environment for the new Thompson school.
- Analyzed AYCC's requirements for a Practice Management System. Searched for vendors whose systems met requirements and budgetary limitations and conducted a detailed vendor selection process to select suitable vendor.
- Integrated Alert Now (parent notification system) with PowerSchool to notify parents in the event of school closings and attendance updates.

Infrastructure/Operational Initiatives
- Completed Phase 2 of the Network Infrastructure Project. This phase included replacing all (100) of the School network switches to support a variety of Mobil computing initiatives.
- Installed 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.
- Purchased and installed 120 Laptops with Carts for use at the Ottoson Middle School in the 7th and 8th Grade Clusters and Media Center.
- Upgraded Munis financial system platform from an aging non-supported Unix environment to a Windows client server environment using SQL server as its data base management system.
- Upgraded and installed new student computers at the Stratton School.
- Upgraded and installed new laptop computers for the Stratton and Dallin Teachers
- Completed the Projector Cart project for all APS Elementary Schools.
- Developed an automated extraction and transferring process of assessment data used in the creation of data elements in our GIS data base.
- Installed new IBM Backup Server with and internal 5 TB disk for disk-to-disk backups and also installed a new Overland LTO 5 Tape Library to triple backup capacity and

throughput.
- Replaced non supported Barracuda Email archiver to support Towns email archiving requirements.
- Created and printed 143,460 water, real estate, personal property, and excise tax bills.
- Provided presentation and meeting management systems to assist in content delivery to Town Meeting and the viewing public via ACMI programming.
- Upgraded AHS Music Lab, Language Lab, and CAD lab with all new laptops and desktop computers. Installed speaker systems and subject specific software.
- Setup and configured training lab for newly installed Munis financial system.
- Installed redundant internet circuit along with supporting redundant firewall and security equipment in the Ottoson Middle School to support increase use of network centric hosted applications.
- Installed fully populated iPad carts in the Hardy, Bishop, Stratton, and Thompson elementary schools. Installed AppleTV devices in every classroom, in the above mentioned pilot elementary schools, to assist with collaborative sharing of student work.
- Upgraded network circuit from the Community Safety Building to CJIS (Criminal Justice Information System), while installing COPLINK software for Arlington Police Department to assist with tactical lead generation, crime analysis, and cross-country information sharing.
- Continued upgrading Desktop software to Windows 7 and Office 2010 across the Town and Schools.
- Upgrade MDaemon email server to support the integration and synchronization with Apple iPhones.
- School department heads and members of the administrative management team issued Verizon wireless equipped iPads for use in performing teacher assessments.
- Created incident logging form for DPW Dispatchers during hurricane Sandy to log and track incidents using a GIS map created from data inputted into the incident logging form and managed by the Local Emergency Management Team in the Emergency Response Center in real time.
- Added 11 more video cameras and two more terabytes of storage to AHS video surveillance system bringing the total number of cameras to 28.
- Installed new projection system, remote con-

trol screen, and integrated projection system with existing sound system in the Ottoson cafetorium for use during full school assemblies.

- Processed 5 public records requests and 6 email investigations related to Town and School litigation activities.
- Conducted mobile mapping for DPW, Health and Human Services, and Engineering using a tablet PC and Internet based software.

Town Information Technology	2012 Actual	2013 Est.	2014 Est.
Computer Upgrades	55	61	50
Printer Upgrades	16	15	15
Server Upgrades	5	4	4

FY2013 Objectives

- Create Implementation Plan for a Town-wide document management system.
- Hire Systems Analyst to assist departments with choosing and implementing tools to organize data and automate manual processes.
- Create plan and implement requirements of Building Security Assessment.
- Automate the Selectmen's office meeting information packet process.
- Implement facilities booking program to coordinate reservation and use of Town and School facilities booking system.
- Continue execute GIS Strategic Plan.
- Investigate and implement Water meter reporting System to support customer inquiries.
- Continue development and implementation of a multi-year disaster recovery program.
- Finish Town 3-5 year Strategic technology plan with assistance from ITAC and leadership team.
- Upgrade five year old Ottoson teacher desktops with new laptops.
- Interview and hire Network/Desktop Support Technician.
- Perform Technology Assessment for Arlington Police Department and evaluate tech infrastructure in the Community Safety Building.

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.

Legal Performance / Workload Indicators	FY12 Actual	FY13 Est.	FY14 Est.
MGL Chapter 84 Claims *Personal injury or property damage as a result of a claimed defect in a public way*			
Total	52	50	50
Claims Closed	23	25	25
New Claims	10	20	20
MGL Chapter 258 Claims *Massachusetts Tort Claims Act*			
Total	66	50	55
Claims Closed	15	20	20
New Claims	17	20	20

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.

Moreover, 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. Coordinating with participating network pharmacies, the Legal Department manages an in-house prescription program with the goal of maximizing generic alternatives, providing greater control with the authorization for

drugs outside our formulary design, reducing costs to the Town commencing at the point of fill and eliminating "first-fill" out-of-pocket prescription expense to the injured employee. In addition, the Department coordinates return-to-work programs and procedures to assist those injured employees in a safe and expedient integration back into the work force following an industrial injury. 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. Furthermore, as the legal representative for the Town of Arlington the Legal Department has prevailed in several administrative proceedings.

Future Objectives

Additionally, the Department will be working with the Town's management team to develop requested legal and policy positions in a variety of substantive areas.

The Legal Department is engaged in continuously reviewing all Policies and Practices of the Board of Selectmen and making recommendations to make them more effective and up to date. Preparation of a policy handbook for use by the Board of Selectmen is a future objective of the Legal Department.

In conjunction with the Cable Advisory Committee the Legal Department has and will continue to provide assistance to the Board of Selectmen in its capacity as the Town's cable licensing authority.

In association with the Town's Information Technology Department, the existing document management system will be expanded to better support the organization, control, retrieval, and indexing of paper and electronic documents.

As opportunities arise, the Legal Department will continue to be involved in adjudicatory hearings before the Federal Environmental Protection Agency (EPA) and the State Department of Environmental Protection (DEP) in order to eliminate the Somerville and Cambridge combined sewer outflows into Alewife Brook, which when activated have caused considerable flooding of untreated effluent affecting many abutters in East Arlington. The goal of the Town's involvement is to convince these regulatory agencies and municipalities to undertake substantive and immediate action to mitigate the unwholesome effects such overflow activity has on certain Arlington neighborhoods.

Arlington Town Hall