



TOWN OF ARLINGTON  
MASSACHUSETTS  
2020 ANNUAL REPORT

SELECT BOARD

JOHN V HURD, CHAIRMAN  
JOSEPH A. CURRO, JR., VICE CHAIRMAN  
DIANE M. MAHON  
STEPHEN W. DECOURCEY  
LENARD DIGGINS

TOWN MANAGER  
ADAM W. CHAPDELAINÉ



# TABLE OF CONTENTS

---

<b>Executive Services</b>		<b>Education</b>	
Select Board	3	Arlington Public Schools	64
Town Manager	6	Minuteman School District	70
<b>Financial Management Services</b>		<b>Robbins and Fox Libraries</b>	
Finance Committee	12		72
Finance Department	12	<b>Cultural &amp; Historical Activities</b>	
Office of the Treasurer & Collector of Taxes	13	Commission for Arts & Culture	76
Comptroller/Telephone	15	Historic District Commission	78
Assessing	16	Historical Commission	79
FY2020 Tax Rate Recapitulation	22	Cyrus E. Dallin Art Museum	80
FY2019 Budget Revenues/Expenditures	23	<b>Community Development</b>	
<b>Department of Public Works</b>		Redevelopment Board	82
Tree Committee	29	Planning & Community Development	83
<b>Community Safety</b>		Community Development Block Grant	93
Police	30	Transportation Advisory Committee	95
Fire	37	Bicycle Advisory Committee	96
Inspectional Services	41	Parking Advisory Committee	96
<b>Central Management Services</b>		Conservation Commission	98
Human Resources	42	Open Space Committee	99
Equal Opportunity	43	Envision Arlington	100
Facilities	44	Community Preservation Committee	103
Information Technology	45	Permanent Town Building Committee	104
Legal	48	Zoning Board of Appeals	105
<b>Health &amp; Human Services</b>		Arlington Housing Authority	106
Health and Human Services	50	<b>Legislative</b>	
Board of Health	50	Moderator	109
Health Department	50	Town Meeting Members	110
Council on Aging	53	Annual Town Meeting June 15, 2020	113
Veterans' Services	55	Special Town Meeting Nov. 16 - Dec. 2	119
Arlington Youth Counseling Center (AYCC)	55	<b>Town Clerk &amp; Elections</b>	
Diversity, Equity and Inclusion	57	Town Clerk	122
Commission on Disability	58	Registrar of Voters	124
Human Rights Commission	58	Annual Town Election: June 6, 2020	125
LGBTQIA+ Rainbow Commission	60	Town Meeting Member Election: June 6, 2020	126
<b>Recreation Department</b>		Annual Town Election Recount, July 9, 2020	127
Recreation	62	Presidential Primary Voting, March 3, 2020	127
Parks and Recreation Commission	63	State Primary, September 1, 2020	128
		General Election, November 3, 2020	129
		<b>Town Directory</b>	
		Town Officials and Committees	131
		Telephone Reference Guide	135
		Arlington Information	136

## Credits and Acknowledgements

The following parties have contributed to the production of this report: Editing and layout: Joan Roman with editing support provided by and Kristen DeFrancisco and Julie Wayman. Cover photos Joan Roman. Thanks to all department heads and chairpersons of all boards, committees, and commissions for their reports. Printing by King Printing Company. Published April 2021.



# EXECUTIVE SERVICES

## SELECT BOARD

The Select Board is pleased to submit its annual report for 2020 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 June 2020 Diane M. Mahon was re-elected to a three-year term. Lenard Diggins was also elected to a three-year term, his first term on the Board. John V. Hurd was elected by his colleagues as Board Chair, and Joseph A. Curro Jr. was elected Vice Chair. Stephen W. DeCoursey rounds out the board.

### Year in Review

2020 was an unprecedented year. A year in which the Town, through several initiatives and activities, continued to advocate action toward combating climate change and systemic racism amid the backdrop of a global pandemic. At the writing of this report, Massachusetts is still under a state of emergency, but is reopening after a year of living with the pandemic. Arlington has lost 83 residents to COVID-19 and reported more than 1,000 cases. When it is safe to do so, there are plans to pay tribute to those we have lost.

In this report you will read how COVID-19 affected every aspect of Town operations and how staff faced many challenges with professionalism and resilience. The Board is proud and grateful for the continuing commitment of all Town staff as we work together to combat the virus and return to normal. We would like to highlight the tremendous efforts by the Health & Human Services Department (H&HS) for leading the Town's emergency efforts. Throughout the pandemic they have provided expert guidance to keep our community safe, while also supporting our more vulnerable residents. The Council on Aging has been active in distributing donated masks, launched a Telephone Call Reassurance Program to keep track of our most isolated residents, and founded a Technology Loan Library, which provided seniors with devices and internet access so they could connect with their loved ones and receive critical services.

When the vaccine was available the Health Department was ready to administer it. Leading a regional partnership with Lexington and Belmont, the Health Department has administered over 3,000 doses to first



*Vaccine being administered at a Health Dept. run regional clinic.*

responders, school nurses, and seniors from all three communities. They continue vaccination efforts within the State's vaccination plan. Town continues to take COVID-19 seriously, while looking forward to resumption of regular civic activities.



*Town officials raise the Black Lives Banner at Town Hall.*

### Addressing Systemic Racism

In June the Board unanimously voted to adopt the Black Lives Matter Proclamation and make July 13, 2020 Black Lives Matter Day in Arlington. The proclamation acknowledges and deplores the history of systemic racism across the country and in Arlington and condemns racist acts of oppression in all forms. Over the summer Arlington's Human Rights Commission along with the Town's new Director of Diversity, Equity & Inclusion (DEI) and Powerful Pathways, a DEI Community consultant, hosted a series of Community Conversations that reflected on systemic racism and its implications for Arlington. More conversations are planned for the summer of 2021.



*Arlington Select Board : John V. Hurd (Chair), Joseph P. Curro Jr. (Vice Chair), Diane M. Mahon, Stephen W. DeCoursey, and Lenard Diggins.*

# EXECUTIVE SERVICES

## Climate

In 2018 the Board adopted a goal to achieve net zero greenhouse gas pollution by 2050. That same year it created the Clean Energy Future Committee to guide the Town's efforts to reach that goal. During 2020 this Committee, along with support from the Department of Planning and Community Development (DPCD) and Metropolitan Area Planning Council (MAPC), sought input from numerous community groups and individuals. A survey and virtual open house was also held to gather input. The completed plan was presented in early 2021.

## Economic Development Recovery Task Force

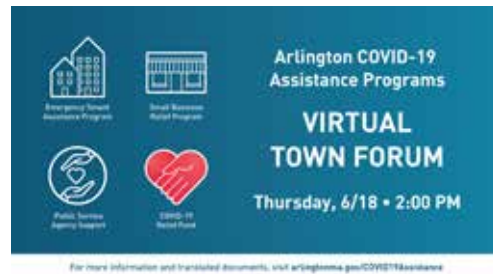
This Task Force was created in response to COVID-19 and is compiled of Town officials, staff, businesses owners, and nonprofits to help revive Arlington's economic recovery from the pandemic and beyond. The Task Force was instrumental in fast-tracking temporary outdoor dining, and outdoor fitness, and outdoor arts activities, as well as the Shop Arlington First campaign.



## COVID-19 Assistance Programs

In addition to traditional annual CDBG activities, in 2020 special funds were designated through the Coronavirus Aid, Relief, and Economic Security (CARES) Act to provide \$980,388 in funding for tenant assistance, business assistance, and public services. Managed by DPCD, this funding—also known as CD-BG-CV—enabled public service agencies who support those impacted by the COVID-19 pandemic to assist an additional 18,360 residents. As a result, Food Link, Inc. and Arlington EATS helped families confronting food insecurity, and the Arlington Boys and Girls Club provided additional childcare services. CDBG-CV also supported residents and small business owners during the pandemic: the Emergency Tenant Rental Assistance program helped 88 individuals and the Housing Corporation of Arlington aided 21 people in maintaining stable housing. The Arlington Microenterprise program supported the small business community with grants of \$10,000 to 25 businesses.

Arlington Youth Counseling Center partnered with the Arlington Health and Human Services Corporation to establish the Arlington COVID-19 Relief Fund. To date the fund has raised over \$200,000 in community donations, sponsorships, and grants to support the essential needs of community members impacted by the pandemic. So far over \$100,000 in emergency financial assistance from the fund has been administered to 60 community members in need.



## Transportation & Parking

The Parking Advisory Committee advanced several projects despite the pandemic. PaybyPhone was selected as the Town's mobile parking payment vendor and launched when parking collections resumed in November. Parking meters had been turned off due to safety concerns related to COVID-19. The Arlington Center Sidewalk Project continued and was completed this year as scheduled. The project was partially funded with \$185,000 in Parking Benefits District funds.



The Town began testing the "shared streets" model in May 2020 to calm traffic and encourage socially-distanced mobility for bicyclists and pedestrians. The shared streets pilot on Brooks Avenue in East Arlington was successful in limiting traffic volumes and speed while encouraging residents to use the street for walking and biking. The Town received a grant from the Massachusetts Department of Transportation Shared Streets and Spaces Grant Program in fall 2020 to perform a follow-up shared streets project on Mary Street, also in East Arlington. The Mary Street project included testing additional traffic calming strategies to slow traffic at intersections. DPCD is in the process of analyzing



data from the pilot project; preliminary results indicate that it was successful in slowing traffic and reducing traffic volumes on Mary Street.

## Bluebikes

The Town became part of the Bluebikes regional bike share program in the fall with Arlington's first four stations open in September 2020. Based on trip data, Arlington has thus far been one of the most successful expansion communities for the BlueBike network. More Bluebikes stations are planned for installation throughout 2021. The Town has received \$80,000 in Community Connections Grant funding from the Boston Region Metropolitan Planning Organization and is also considering additional grant opportunities and long-term local funding for the program.



## Mass Ave/Appleton Design Review Committee

The pandemic led to a large increase in the use of the Bikeway as a recreation facility as opposed to a commuting facility, and also led to an increase in the number of cyclists using Mass Ave as the Bikeway became crowded with many users. Unfortunately, a fatal bike crash occurred at the intersection of Mass Ave and Appleton Street in May 2020 which killed Charlie Proctor, a resident of Somerville. Working with the Town and Proctor's family, MassBike set up a "ghost bike" near the site of the crash at the end of 2020. The Mass Ave/Appleton Design Review Committee has been created to improve safety at this intersection and will begin meeting in early 2021.

## Facilities and Fiscal Planning

The new Arlington High School remains on schedule and on budget despite the ongoing pandemic. Site work for the new school began in April 2020; Phase 1 construction began in November 2020 when the first steel beams were raised. The Performing Arts and STEAM (Science, Technology, Engineering, Arts & Mathematics) wings are expected to be open to students in February 2022, with the school fully constructed in 2024 (followed by one year of additional site work). With the Long Range Planning Committee, the Board worked to develop a plan to reduce the MWRA

debt shift as a means of offsetting tax bill impacts of the AHS debt exclusion and the operating override of 2019. The Board pledges to live by the budget commitments outlined in the Town Manager's Budget and Financial Plan, in the next section of this report.



## Central School Renovation / Arlington Community Center

Renovations at the Central School building at 27 Maple Street began in the spring of 2020 and were only slightly delayed due to the pandemic. The project is expected to take one year to complete. The Board has already approved the renaming of the building to Arlington Community Center. The building will continue to house the Council on Aging staff, programs, and activities, Health & Human Services Offices, and the Arlington Center for the Arts. A capital campaign continued through 2020 to raise additional funds to furnish the center and make it a more accessible and modern space.

## Volunteerism & Town Celebrations

Due to the pandemic all in-person Town public events were cancelled. The Board looks forward to when we can safely return to these traditions. However, the Board would like to acknowledge with pride the Town's spirit of volunteerism during the pandemic and extend thanks to many in the community who gave so much during this time. In the early days of COVID-19 more than 80 community members in precincts across town responded to a call from the Town, forming the group Amazing Arlington. This Town-sponsored group of volunteers developed community-wide programs and activities that offered safe community connection and helped residents mitigate feelings of social distancing and isolation, beginning with 6 Feet at 6 PM. Volunteers worked to connect residents in need with organizations, information, and Town departmental services that provide additional assistance. In addition, the Board thanks those who donated to Arlington's COVID-19 Relief Fund, those who donated personal protective equipment (PPE), made masks, worked at vaccination clinics, delivered groceries to Arlington seniors, or prepared meals to Arlington public school students.

## Veteran Acknowledgments

Due to the COVID-19 pandemic, the military halted the Military Funeral Honors Program that provides graveside honors to our veterans with TAPs and the ceremonial flag folding.

The Arlington community lost two veterans this year unrelated to COVID-19. Mary Foley, an Air Force veteran and long-time Arlington resident was a Korean and Vietnam era veteran who passed away in April with no living family members. In November, Army Chief Warrant Officer Marwan S. Ghabour, an active duty helicopter pilot, was killed during a peacekeeping mission in Egypt. Ghabour, 27, grew up in Arlington and attended Arlington Public Schools. Well-attended funeral processions through town were organized for both veterans by Arlington's Veterans Services Director, Jeffrey Chunglo. The Board thanks Foley and Ghabour for their service and Mr. Chunglo for arranging these processions for the community to show their respects.



*Residents show their respects for Army Chief Warrant Officer Marwan S. Ghabour on Mass. Ave.*

## Acknowledgments & Recognitions

The Board would like to thank Dan Dunn for 9 years of service on the Board. His leadership, technical background, and commitment to Arlington has left an indelible mark that will be enjoyed by the community for years to come.

The Board also wishes to welcome Juli Brazile as the newly elected Town Clerk and wish former Town Clerk, Stephanie Lucarelli well in her retirement. Ms. Lucarelli provided thirty years of service, most recently serving as Town Clerk since 2011 and previously as Assistant Town Clerk.

The Board will miss Fran Reidy who served as our Office Manager for 16 years. Fran was always professional and personable with all her interactions with the public and the Board.

The Board would like to thank David Good, who retired in early 2021 as the Town's Director of Information Technology after 13 years with Arlington. David brought commitment and humor to a very challenging job. The Board wishes Dan, Stephanie, Fran, and David well on their retirements and thank them for their many years of exemplary service.



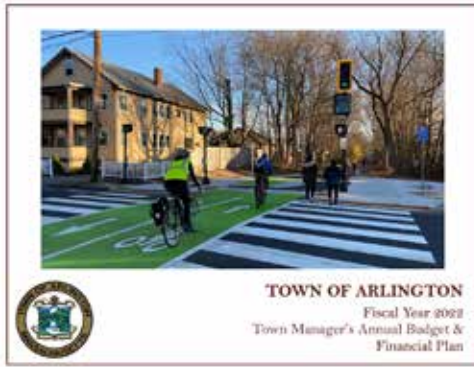
*Adam Chapdelaine, Arlington Town Manager*

## TOWN MANAGER

I am pleased to deliver what will now be my ninth Annual Report to the Town of Arlington in the capacity of Town Manager. I am honored to serve the Town and I am thankful to the Select Board for continuing to entrust me with this role. My goal in making this report is to provide an overview of the financial, organizational, and community-based efforts that took place during 2020.

As the Select Board mentioned in their report, 2020 was an unprecedented year. Leaning into discussions about systemic racism and moving forward on climate change had an added challenge during a global pandemic. As challenging a year as 2020 was, I'm proud of the way staff across all departments were able to adapt to new safety protocols and to new ways of conducting the Town's business to accomplish so much. From maintenance staff being called upon to perform wide-scale sanitization efforts at schools to office staff learning new skills to provide Town services remotely. From the senior leadership team meeting daily and working together to keep the public safe, to those in the field providing assistance to those in need. From conducting multiple elections using new vote-by-mail methods to conducting Special Town Meeting, virtually. From the leadership of the Select Board to the support of many residents and businesses in the community -- there are many stories of commitment and dedication, of leadership and sacrifice, that could fill a hundred pages. I want to thank you and acknowledge your continued efforts. In many ways large and small, Arlington continues to prove it is a caring and resilient community. I'm truly confident we will get through this together and be stronger for it.





## Town's Financial Outlook

FY2021, the current fiscal year, is the second year of a four-year plan that incorporated the Proposition 2 ½ override of 2019 designed to carry the Town's budgets through FY2023. The Select Board adopted a set of commitments which served as the basis for the \$5,500,000 operating override. The Board's commitments and the status of fulfilling them are as follows:

1) Exercise fiscal discipline, and provide quality municipal services.

a. Commit to no Proposition 2½ overrides for at least four years. – **The FY2022 budget submission maintains this commitment.**

b. Continue to increase general education operating budgets by 3.5% annually. – **This commitment is maintained.**

c. Continue to increase general government operating budgets by 3.25% annually. – **This commitment is maintained with a proposed Town budget increase of 2.60%.**

d. Continue to fund special education cost growth at a rate of 7% per year. – **This commitment is maintained.**

2) Respond to ongoing school enrollment growth pressures. Increase the education budget for future enrollment increases at a rate of 50% of per pupil expenditures. – **Due to decreases in enrollment, this is being reviewed.**

3) Build Arlington's future.

a. Phase in funding of the School Committee's Multi-Year Plan to: address the impact of explosive enrollment growth of 27% since 2011; improve instruction; close the achievement gap for high needs students; ensure safe and supportive schools; and attract, retain, and develop talented staff. Adopt the following schedule of increases to base operating budgets: FY20 - \$600,000; FY21 - \$600,000; FY22 - \$800,000; FY23 - \$800,000. – **This commitment is maintained, but the schedule of funding has changed due to the economic impacts of the pandemic.**

b. Improve mobility for all residents, and support the goals of the Town's Complete Streets and Age-Friendly Community initiatives by adding \$250,000 to the base budget for pedestrian infrastructure -- including sidewalk brick removal and repair -- and senior transportation, such investments to be guided by the Town's sustainable mobility planning efforts. – **This commitment is maintained, with \$200,000 for mobility improvements being included in the capital budget and \$50,000 in funding included in the Council on Aging Transportation Enterprise Fund.**

4) Minimize impact on taxpayers, particularly seniors and others with income challenges.

a. Advance new tax relief programs, including a municipal circuit breaker and increased eligibility for property tax deferral options, and publicize existing relief programs. – **Several programs under this category were approved by Town Meeting in the spring of 2019 and have recently been approved by the state legislature.**

b. Remove certain water and sewer debt costs from property tax bills. – **The Select Board has initiated the reduction of the MWRA Debt Shift in coordination with the issuance of debt related to the Arlington High School Project.**

c. Pursue new revenue sources. – **This commitment is fulfilled on a year over year basis. Most recently the adoptions of a short-term rental tax and adult use marijuana tax have been approved.**

d. Work with financial leadership to develop bonding schedules that will minimize single-year tax increases and debt service costs related to the Arlington High School rebuild. – **This commitment is being maintained by the Town's Finance Department.**

5) Protect against future fiscal shocks, and maintain the Town's strong bond rating. Maintain financial reserves at 5% or better for the duration of the four-year plan. – **This commitment is maintained.**

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

## Leveraging CARES Act and State funding to support COVID19 efforts.

State, county, and municipal governments will benefit from approximately \$350 billion from the recent \$1.9 trillion [American Rescue Plan Act of 2021](#) (ARPA). Current estimates have Arlington receiving \$36 million in funding from this bill.



## **Sustainability/Energy Conservation**

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. Arlington has substantially benefited from its cooperation with the Green Communities Division, having received eight grant awards over the past nine years with a cumulative total of \$1,773,983, the highest in the state. The most recent grant award of \$100,000 came in 2020 and will be used to fund energy conservation measures, LED lighting, in municipal facilities including Hardy and Peirce Schools.

In 2020 Arlington Community Choice Aggregation (CCA) was rebranded to Arlington Community Electricity (ACE). ACE continues to provide residents and businesses rate stability and renewable energy options from which to choose. Direct Energy will be Arlington's Electricity Supplier until its term ends in November 2022.

The Clean Energy Future Committee (CEFC), created in 2018, spent 2020 developing the Town's Net Zero Action Plan. In February 2021, CEFC completed the Plan, which guides Arlington to net zero greenhouse gas pollution by 2050. Arlington partnered with the City of Melrose, Town of Natick and the Metropolitan Area Planning Council (MAPC) on a joint project to develop greenhouse gas inventories and net zero plans for all three communities. The CEFC, in concert with Sustainable Arlington and Mothers Out Front (working together as the "Clean Heat for Arlington" Coalition), successfully advocated for filing a home rule petition that would prohibit fossil fuel infrastructure in new construction and major renovations. Town meeting voted to file the home rule petition on November 18, 2020.

## **Commitment to Racial Equity**

In 2020 the Town has deepened its budget and staffing resources committed to Racial Diversity, Equity and Inclusion (DEI) in acknowledgement of the importance of this work. Our new DEI Director, Jillian Harvey, and the Town's DEI consultant, Powerful Pathways, produced a series of compelling "Community Conversations," which covered a host of topics related to systemic racism and paved the way for future series as the Town begins its journey to end systemic racism. The Town also continued its work with the National League of Cities (NLC) Race, Equity and Leadership (REAL) Division. NLC created the REAL program to strengthen local government leaders' knowledge and capacity to eliminate racial disparities, heal racial divisions, and build more equitable communities. Working with REAL, the Town has started to train over 60 employees on racial equity and is working to identify instances of institutional racism in Arlington government and work to eliminate them.

## **Master Plan**

The Redevelopment Board and the Department of Planning and Community Development (DPCD) completed two projects in 2020 that took cues from the Master Plan. These two projects include the development of Residential Design Guidelines and the completion of the Economic Analysis of Industrial Zoning Districts. The preparation of the Residential Design Guidelines resulted in a highly usable document for residents, architects, and builders and informed a design review process for single- and two-family homes. The Economic Analysis of Industrial Zoning Districts resulted in proposed zoning amendments to modernize the industrial zoning district and create opportunities for redevelopment in these areas that include modern uses and sustainability measures. These amendments will be submitted for consideration by the 2021 Annual Town Meeting.

## **Meetings Held By Remote Participation**

Due to the state of emergency brought on by the pandemic, on March 10, 2020 Massachusetts ordered a suspension of certain provisions to the State's Open Meeting Law to allow remote participation in public meetings. On March 13th, the Town purchased its first Zoom account to accommodate this change and quickly developed procedures for its implementation across Arlington's 90+ boards and committees. By April Town staff, boards and committee chairs, and the public had successfully adopted the new way of conducting important business of the Town, including self-service of setting up meetings. From March 13, 2020 to the end of February in 2021, the Town hosted 2,703 virtual meetings. During these remote meetings some committees observed higher rates of participation. The

# EXECUTIVE SERVICES

Town is reviewing how virtual meetings can be used when the State emergency provisions to the Open Meeting Law are lifted.



## Public Records Center

The Public Records Center is Arlington’s online customer service portal where residents can make requests for and receive public records. The system was launched in 2017 to foster compliance with the updated Public Records Law that went into effect January 1, 2017. In its ongoing commitment to open government and transparency, the Town proactively posts many commonly requested documents to its website and provides access to, or copies of, public records upon request. Although public record requests can be submitted in any fashion, the Public Records Center is growing in popularity each year due to its convenience, as well as increased public interest in local government matters.

Some public records requests are simple in nature, seeking only a copy of a single permit or plan, while others are labor intensive, requiring input from a number of Departments or time-consuming searches of historical archives or electronic records. Public Records Law requires municipalities to designate a Records Access Officer to coordinate the response to public record requests. In Arlington, this function is performed by the Deputy Town Manager for Operations. Below is a summary table of common request types

Public Records Requests	2019	2020
Fire Department Reports	43	36
Maps / GIS Data	56	89
Municipal Records	169	278
Property / Building Specific Information	177	181
<b>Total Requests</b>	<b>445</b>	<b>584</b>

## Communications & Customer Service

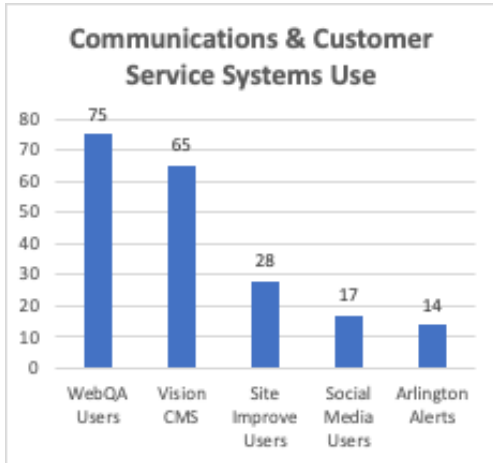
Public communications and customer service remains a priority. Our existing communication channels continually proved to be extremely valuable during the pandemic. These channels allowed the Town to communicate critical information about the pandemic as well as its ability to offer many services online. A whole section was created on the Town’s website devoted to COVID-19 that includes ongoing updates on safety protocols, guidance for businesses, resources for residents, and more. The Town provided daily COVID-19 updates the first three months of the pandemic, then transitioned to bi-weekly updates over the summer, and weekly since the fall. The Town published over 130 COVID-19 Updates on the web, through Town Notices, across multiple social media channels, and to local media. The Town also developed several campaigns to encourage mask wearing that were not only well received in Arlington, but were used in Somerville, Cambridge, and Bedford. I’d like to acknowledge the efforts of DPCD Senior Planner, Kelly Lynema, for those campaigns and her continued work with the Town’s PIO to support the COVID-19 team. The Town also initiated 10 Arlington Alerts. With the support of ACMi, 5 Virtual Town Forums were conducted with Town Officials, 6 updates with DPCD Director, and 35 video updates with the Town Manager. These updates not only kept the public updated on COVID-19, but other top initiatives around Arlington.





# EXECUTIVE SERVICES

In addition to informing the public utilizing existing technology and adopting new ones was a big theme of the year. Fortunately, the Town already utilizes several SaaS (Software as a Service) systems that support the website. These systems used to disseminate information in alignment with the Town's Communication Policy and Online Goals include the Request/Answer Center, arlingtonma.gov, Site Improve, social media channels, and Arlington Alerts. The chart below shows numbers of staff that utilize these SaaS programs.



### Request/Answer Center

The Request/Answer Center is Arlington's online customer service portal where residents can make requests of Town services (and track them), ask questions, and find answers. 2020 marked the thirteenth year for the service. The Request/Answer Center has 75 staff users and is heavily used by Public Works, followed by the Town Manager's Office, and Health & Human Services.

### Arlingtonma.gov

Arlingtonma.gov is the Town's communication hub. The site serves a population of approximately 43,000 residents, surrounding communities, and beyond. The site supports the online communication and outreach activities of fifteen departments, and over ninety boards, committees, and commissions. Since the institution of the Open Meeting Law (OML) in 2010 approximately 1,300-1,500 documents are added to the site annually, mostly agendas and minutes. There are currently 65 users of the content management

system (CMS) that powers the website, up from 58 users in 2019.

Traffic to arlingtonma.gov, unsurprisingly, increased between 2019 and 2020. We attribute these increases with a demand for public health information as well as residents and businesses seeking information and services online.

### ADA Compliance and Website Redesign

For compliance with the Americans with Disabilities Act (ADA), the Town has used Site Improve since 2018. SiteImprove is software that scans our website and reports ADA and quality assurance issues. Communications and ADA compliance are ongoing efforts and Site Improve has been extremely useful for improving ADA compliance and institutional knowledge. In late 2020 the Town updated the look of our website. The redesigned website expanded the mega menu, updated the color scheme, and provided larger fonts that went a long way in improving ADA compliance. There are 28 staff members who utilize Site Improve and we are pleased with our accessibility score of 94.7, which is well over the Government benchmark of 74. However, we know there is more work to do. We would like to thank the Disability Commission for their support of our online ADA efforts.



### Arlington Alerts, Town of Arlington Notices, Social Media

Town of Arlington Notices are official notifications sent by the Town via email. 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. In 2020 the Town saw a substantial increase (6%) in subscriptions to Town Notices, which we attribute to resident seeking local information about the pandemic.

Website Traffic (arlingtonma.gov)	2016	2017	2018	2019	2020
Page Views	1,731,811	1,692,233	1,687,147	1,590,677	2,385,342
Visits/Sessions*	649,723	648,828	648,305	603,733	1,029,520
Frequency & Recency*: Over 200 visits to website	22,625	24,532	29,296	29,752	28,138
COVID-19 Section / PageViews					300,414



# EXECUTIVE SERVICES

Online Communications	2016	2017	2018	2019	2020
<b>Town of Arlington Notices Subscribers</b>	5,103	5,210	5,242	5,713	6,046
% of Growth from previous year	3%	2%	1%	1%	6%
% Compared with # of households (19,000)	27%	27%	28%	28%	32%
<b>Arlington Alert Emails Subscribers*</b>	4,710	5,015	5,144	5,351	6,049
% of Growth from previous year	4%	6%	3%	4%	12%
% Compared with # of households (19,000)	25%	26%	27%	28%	32%
<b>Arlington Alert Text Subscribers*</b>	2,301	2,876	3,183	3,605	4,771
% of Growth from previous year	19%	20%	10%	12%	24%
% Compared with # of households (19,000)	12%	15%	17%	19%	25%

Since 2012 Arlington Alerts have been notifying residents via phone, text, and email before, during, and after emergencies or to relay important information. When initiating a Town-wide phone call, the system reaches approximately 19,000 phone connections. In 2020 the system was utilized for COVID-19 (10), three were targeted to inform different populations about the pandemic or vaccine information. DPW's Water Division also piloted the system to alert residents of upcoming hydrant flushing in their neighborhood.

Arlington continues its efforts to improve communications and customer service while cultivating positive relations with residents, plus teamwork within the organization. The pandemic certainly underscored the importance of that teamwork.



## Acknowledgements

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

Select Board for its continued leadership and support throughout my tenth year as Town Manager. I am also very grateful for the professionalism, knowledge, and support provided by Deputy Town Manager/Finance Director, Sandy Pooler and Deputy Town Manager of Operations, Jim Feeney. I would also like to thank former acting Assistant Town Manager Ray Santilli for his support during our recent operational transitions.

I would also like to recognize the retirements of Ed Marlenga and David Good. Ed Marlenga was the Town's Benefits Attorney/Workers Compensation Agent and served with distinction for 43 years. David Good served as the Town's Director of Information Technology for 13 years. David worked tirelessly to create and organize a consolidated Town/School IT Department and he leaves the organization in a much better position to meet the technology needs of the 21st century than when he started.

I would also like to express my warmest appreciation for my office staff. Kristen DeFrancisco and Domenic Lanzillotti. They are exceptional public employees dedicated to providing the best possible service to each and every person interacting with the Town Manager's Office. A special nod to Kristen for taking on new roles during the pandemic, including helping with the elections. I'd also like to acknowledge Julie Wayman, the Town's Management Analyst, who jumped in to get the virtual meetings off the ground and manages the Town's Zoom accounts. She also assisted with the virtual Town Meeting held in the fall. Finally, I would like to express my sincere gratitude to Joan Roman for her efforts serving as the Town's Public Information Officer. Joan's steadfast commitment to transparency and collaborative approach throughout this pandemic continues to be an asset to both staff and the public.

# FINANCIAL MANAGEMENT SERVICES

## FINANCE COMMITTEE

On June 30<sup>th</sup>, 2020 long term Finance Committee Chair Allan Tosti stepped down after three decades of dedicated and outstanding service as Chair. At its final meeting in Fiscal Year 2020 (virtual due to the COVID-19 pandemic) the Committee honored Mr. Tosti and thanked him for his service with many testimonials. At the Annual Town Meeting in June, Town Officials and Town Meeting members gave Mr. Tosti a standing ovation in honor of his service.

At the Finance Committee's reorganization meeting in June, the members elected Charles Foskett to lead the Finance Committee (FinCom) as Chair, assisted by Vice-Chairs Dean Carman, Christine Deshler, 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 in December to reappoint all members whose terms had been completed and to fill all 3 vacant positions with at-large members.

In February 2020 the FinCom began its yearly effort to develop a comprehensive balanced Fiscal Year 2021 (FY21) 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. Nine full committee meetings were held before Town Meeting and one on the Town Meeting night. These meetings, when combined with numerous working group and departmental review meetings, made for the usual busy winter and spring schedule. The Committee's report was distributed electronically, and a hard copy was mailed to Town Meeting members prior to Town Meeting.

Arlington's Annual Town meeting, originally scheduled for April, was postponed until June and held outdoors at Peirce Field in order to maintain social-distancing due to the pandemic. As in recent years, the School budget, included an allowance for enrollment growth based on a percentage of the per pupil cost as determined by the State and allowances for special education expenses that increased the school special education appropriation by 7%. In order to facilitate the Meeting, many warrant articles were postponed so the meeting largely focused on budget issues. Upon the recommendation of FinCom, Town Meeting passed a total Exempt and Non-exempt budget of \$171,938,647 which included \$750,000 in spending reductions to prepare for expected decreases in Town revenues due to economic effects of the pandemic.

During the summer, the Chair appointed Finance Committee member Jonathan Wallach as FinCom's delegate to the Capital Planning Committee. In addition, the Chair requested a special working group, led by Christine Deshler and including Darrel Harmer and Jonathan Wallach, to perform an in-depth analysis of the expenses and activities of Arlington's Police Department. Their findings were forwarded to Town officials. Also, the Finance Committee formed a working group to plan the Committee's strategy for adopting 21<sup>st</sup> century cloud and collaborative computing techniques to improve efficiency and accuracy in working with Town and School financial departments. This group is led by Annie LaCourt and includes Alan Jones, Darrel Harmer, George Kocur, and Grant Gibian.

In September, the Select Board called for a Special Town Meeting (STM) on November 16, 2020. FinCom held two meetings in preparation and held three meetings on nights before the Meeting. The principal STM articles of interest to FinCom covered the establishment of an Arlington Affordable Housing Trust Fund (AHTF); an appropriation of \$8,900,000 as an addition to the previous capital authorizations of \$29,965,000 for DPW facilities renovation and rebuilding; and recommendations of the Community Preservation Act Committee (CPAC) fifth year funding projects. FinCom member Al Tosti worked closely with Planning and Community Development on some aspects of the AHTF, following which the Committee supported the recommendation of the Select Board for favorable action. After a detailed review and discussion at a hearing with the Capital Planning Committee and the Permanent Town Building Committee, FinCom recommended favorable action on the additional capital expense and borrowing for the DPW project. FinCom reviewed the CPAC proposals (in March prior to the Annual Town Meeting) and, after some discussion, unanimously supported the CPAC recommendation.

FinCom also continued to monitor other ongoing activities that could have a large financial impact through regular reports by Town officials. The impact of COVID-19 and possible state and federal spending reductions remain a concern. Other issues include the increasing costs of pensions, funding the liability for retired Town employee health insurance, and MBTA assessments. The Finance Committee will continue to work with other Town officials and residents to deal with these issues and will keep Town Meeting informed of the Town's progress.

# FINANCIAL MANAGEMENT SERVICES

## FINANCE DEPARTMENT

The Finance Department works with the public and with the staff from all departments to manage the Town's money. It collects taxes, fees, fines, and other revenue, pays payroll and expense bills, manages the Town's financial accounts, assesses property, and works with the Town Manager to produce the annual operating budget, and Certified Annual Financial Report (the annual audit), and the five-year revenue and expenditure forecast (the Long Range Plan). It is made up of the Assessing, Comptroller, and Treasurer/Collector Departments and works closely with the Purchasing Agent and the Information Technology Department. It coordinates activities with the School Department finance office. The 2018 Town Meeting approved the creation of the Finance Department via a home rule petition to amend the Town Manager Act. That Act was passed by the Legislature and signed by the Governor on January 10, 2019.

## OFFICE OF TREASURY & TAX COLLECTION

The Office of Treasury & Tax Collection is responsible for the billing and collection of all taxes and fees for service (real estate, motor vehicle excise, personal property, water and sewer, parking violations, fees charged by other Town departments, etc.); management of the Town's cash and investment

strategy; issuance of General Obligation Bonds, preparation and filing of debt service compliance reports.

The Office also directly supports the Parking Clerk, Capital Planning Committee, Parking Advisory Committee, and mailroom operations.

### 2020 Accomplishments

- Continued to work with the IT and DPW departments on conversion of Water and Sewer billing and collection from in-house collection software to financial system used for collection of taxes and other revenue/receipts.
- Implemented option for parking application by phone to make parking usage easier. This option was made available beginning in November, 2020.
- Coordinated installation of 19 new single space parking meters on Broadway between Franklin Street and Webster Street.
- Continued implementation of parking collection and billing software.
- 730 property owners have registered for electronic (paperless) billing option for Real Estate and Personal Property to reduce postage expense.
- Processed mailings of 259,956 total items of mail for Town and School for a net increase of ten percent.

FINANCIAL MANAGEMENT

Town of Arlington, MA							
Bonds and Notes Payable Schedule							
Project	Maturity Through	Original Loan Amount	Interest Rate (%)	Outstanding at June 30, 2019	Issued	Redeemed	Outstanding at June 30, 2020
Symmes Property	2022	\$5,262,000	2.00-4.00	\$1,515,000		-\$485,000	\$1,030,000
Municipal Purpose - 2009	2020	\$2,482,000	2.00-3.00	\$215,000		-\$215,000	\$0
Municipal Purpose - 2010	2031	\$7,258,000	2.00-4.00	\$3,620,000		-\$340,000	\$3,280,000
Symmes Property - taxable	2019	\$840,000	2.00-2.50	\$390,000		-\$130,000	\$260,000
Municipal Purpose - 2012	2022	\$1,329,000	2.00-3.00	\$135,000		-\$50,000	\$85,000
GOB Refunding - 2012	2021	\$6,311,000	2.00-3.00	\$1,300,000		-\$670,000	\$630,000
Municipal Purpose - 2013	2033	\$12,132,000	2.00-5.00	\$6,990,000		-\$655,000	\$6,335,000
GOB Refunding - 2013	2024	\$2,205,000	2.00-3.00	\$835,000		-\$190,000	\$645,000
Municipal Purpose - 2014	2034	\$5,551,000	3.00-3.75	\$3,075,000		-\$365,000	\$2,710,000
Municipal Purpose - 2015	2035	\$11,018,000	2.00-4.00	\$7,070,000		-\$960,000	\$6,110,000
Municipal Purpose - 2016	2030	\$4,087,000	2.25-5.00	\$2,610,000		-\$475,000	\$2,135,000
GOB Refunding - 2016	2025	\$3,225,000	2.00-4.00	\$2,050,000		-\$460,000	\$1,590,000
Municipal Purpose - 2017	2045	\$25,660,000	3.00-4.00	\$22,905,000		-\$1,335,000	\$21,570,000
Municipal Purpose - 2018	2038	\$30,955,000	3.00-5.00	\$ 29,365,000		-\$1,570,000	\$27,795,000
Municipal Purpose - 2019	2038	\$5,555,000	3.75-5.00	\$5,555,000		-\$475,000	\$5,080,000
Municipal Purpose - 2020	2049	\$66,190,000	3.00-5.00		\$66,190,000	0	\$66,190,000
							\$145,445,000
				<b>\$87,630,000</b>	<b>\$66,190,000</b>	<b>-\$8,375,000</b>	<b>\$145,445,000</b>

# FINANCIAL MANAGEMENT SERVICES

- Administered the Arlington Citizens Scholarship Foundation which provides financial assistance to Arlington residents attending higher education. 74 scholarships totaling \$80,100 were awarded in June, 2020.
- Investment of income in FY20 in the amount of \$876,400 which is only 3% less than investment income of the prior fiscal year in the amount of \$900,774.
- Affirmed 'AAA' bond rating from Standard & Poor's rating agency.
- \$200,000 in an interest free MWRA Sewer Bond issue for a term of ten years executed in FY2020.
- Managed the successful borrowing of \$66,190,000 in General Obligation Bonds in November, 2019 (during fiscal year 2020) including the first portion of authorized debt for Arlington High School Construction/Reconstruction in the amount of \$55,033,000, Senior Center/Community Center (Central School) location in the amount of \$7,600,000 as well as other equipment and projects appropriated by Annual Town Meeting.

FINANCIAL MANAGEMENT

Town of Arlington, MA					
Account Balances as of 6/30/2020					
Summary by Bank Account					
Checking Accounts			Money Market Accounts		
Depository	Century Bank	50,732,802	General	Century Bank	3,400,581
Lockbox	Century Bank	1,674,736	General	Salem Five	1,049,513
Rehab CDBG	Century Bank	38,841	General	East Boston Savings	1,059,060
AHS General Fund	Century Bank	115,448	General	Webster Bank	6,258,491
Symmes Taxable	Century Bank	5,315	General	Leader Bank	2,780,655
Vendor	Century Bank	(1,610,977)	General	MMDT	59,141,677
Payroll	Century Bank	(649,709)			
Lunch Receipts	TD Bank	16,504	Article 75 Stabilization	Cambridge Savings Bank	3,076,314
Depository	TD Bank	794,165	Article 75 Stabilization	MMDT	18,584,254
Investment Account	Citizens Bank	1,013,070			
Parking Meters	Leader Bank	1,145,344			
<b>Total</b>		<b>53,275,539</b>	Strassberg Library	MMDT	630,634
			Robbins Library General	MMDT	107,318
			MacEachern Fund Library	MMDT	57,510
Certificates of Deposit			Deferred Scholarship	MMDT	35,691
Article 75 Stabilization	Bartholomew	3,010,588	AHS Student Activities	MMDT	13,315
Article 75 Stabilization	East Boston Savings	1,000,000	Long Term Stabilization	MMDT	3,611,730
Article 75 Stabilization	Leader Bank	1,000,000	Municipal Building Ins.	MMDT	699,628
General	Century Bank	1,000,000	MWRA	MMDT	3,518,852
General	Leader Bank	3,000,000	Escrow Accounts	MMDT	93,176
			Mass Ortho	MMDT	5,476
			Arlington Community		
			Activites	MMDT	1,392
			Special Ed Stabilization	MMDT	249,851
<b>Total</b>		<b>9,010,588</b>	<b>Total</b>		<b>104,375,118</b>
Brokerage Accounts					
OPEB	Vanguard	15,865,946			
Trust Fund & Scholarship Inv.	Fidelity	22,095,586			
ES Farmer Trust	DWS Core Equity	175,640			
ES Farmer Trust	Cambridge Savings	33,406			
<b>Total</b>		<b>38,170,578</b>	<b>TOTAL</b>		<b>204,831,823</b>



# FINANCIAL MANAGEMENT SERVICES

## COMPTROLLER

The Comptroller's Office is responsible for the Town's books of accounts 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 government agencies. The Comptroller serves as an ex-officio member of the Arlington Retirement Board.

The Comptroller is responsible for the coordination of the annual independent audit of the Town, and for providing, in conjunction with the Finance Director, quarterly revenue and expenditure reports to the Select Board, Town Manager, Town Treasurer, and Chair of the Finance Committee. Whenever applicable, the Comptroller shall make recommendations regarding the Town's financial condition.

The Comptroller's office continues to perform all duties in a timely and professional manner. The Comptroller's mission is to present a complete and accurate statement of the Town's financial condition.

### Major Accomplishments

- Received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association for the Town of Arlington's Comprehensive Annual Financial Report (CAFR) for the Fiscal Year Ending June 30, 2019. Prepared the Comprehensive Annual Financial Report to show that the Town and the Comptroller's office will, for the 5<sup>th</sup> year, go beyond the minimum requirements of generally accepted accounting principles to prepare comprehensive annual financial statements and reports that evidence of the spirit of transparency and full disclosure.
- Closed the books on FY2020 and completed the Town's independent audit in accordance with generally accepted auditing standards (GAAS). The detailed and organized accounting records led to clean audits with no findings and no material weakness.
- Closely monitored the General Fund and Enterprise Funds revenue collection and adjusted the spending accordingly to prevent significant drops in available fund balances caused by the uncertain economic conditions during COVID-19.
- Certified \$11,318,368 Free Cash – strict spending controls and restricted purchase commitments contributed to the positive operating results.
- Created Salary and Expense COVID-19 accounts for all departments to separate

regular operating expenses from COVID-19 related expenses and facilitate CARES reimbursement application through an efficient and accurate system. Monitored and reconciled COVID-19 accounts to ensure that all COVID-19 related expenses are captured and accounted for in the CARES fund.

- Worked with Treasurer and IT department on implementation of EFT (Electronic Funds Transfer) process for expedited vendor payments. All the clinicians are paid on a separate weekly warrant and their funds become available as soon as we post the wire as opposed to waiting for the physical check.
- Maintained the Internal Controls for Federal and State Grants to ensure compliance with the new federal reporting requirements. Internal controls are designed to provide reasonable assurance that the following objectives are achieved: 1) Effectiveness and efficiency of operations; 2) Adequate safeguarding of property; 3) Assurance that property and money is spent in accordance with grant program and 4) Compliance with applicable laws and regulations.
- Strengthened the internal controls for accounts payable by restricting G/L posting access to Comptroller's office only. Worked with School Department to improve the process of approving their vendor payments to ensure timeliness and transparency for School Committee reporting.
- Improved the efficiency of the A/P process by reducing the number of batches while processing the same amount of invoices. School invoices are entered in the system and posted as one batch after review and approval.

### Town of Arlington, MASSACHUSETTS

#### COMPREHENSIVE ANNUAL FINANCIAL REPORT



For the Year Ended June 30, 2019

Adam Chappellaine, Town Manager  
Ida Cody, Comptroller

Prepared by the Comptroller

# FINANCIAL MANAGEMENT SERVICES

Comptroller: Performance / Workload Indicators	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
General Fund - Free Cash Certified	11,119,563	11,802,775	11,318,368	9,000,000
Water/Sewer Enterprise Fund- Retained Earnings certified	7,844,907	6,220,101	5,799,829	3,000,000
Youth Services Enterprise Fund- Retained Earnings certified	36,214	53,212	64,843	35,000
COA Transportation Enterprise Fund- Retained Earnings certified	66,053	61,707	92,657	50,000
Rink- Retained Earnings certified	49,265	14,728	41,021	30,000
Recreation- Retained Earnings certified	683,996	765,855	371,447	250,000
Checks/Wires processed	16,502	15,763	12,853	15,000
Invoices processed	32,645	31,939	26,604	30,000
Accounts Payable Batches	710	471	270	300
Digital support for journal entries (TCM)		100%	100%	100%

FINANCIAL MANAGEMENT

- Enhanced the internal controls for payroll posting and approval process. This policy ensures that the department heads reviewed and approved the final payroll proof. Comptroller's office keeps a copy of the signed payroll sheet for each department.
- Centralized all the data in digital folders for easy remote access. We have replaced the physical drawers with digital folders and saved all the contracts, warrants, audits, financial statements, budget reports and DOR reports in the shared drive.
- As a response to COVID-19 we have implemented solid operating procedures which allow the Comptroller's office to carry out the accounting functions in a virtual environment without disruptions in case of emergency. The staff has been equipped with personal computers and can perform all their duties from home.
- Implemented the DocuSign process and migrated from wet signatures to electronic signatures for warrants and contracts. This reduced the time to approve and sign contracts by two to four weeks.
- Increased use of TCM (Tyler Content Manager) on accounts payable for audit transparency. The independent auditors can now retrieve the supporting documentation directly from Munis as opposed to paper backup uploaded to P&S (Powers and Sullivan) client portal.
- Continued to work on the new chart of accounts (COA). Created the base of the COA and worked with School and Enterprise departments to ensure that new chart will satisfy their operating and reporting needs.

## BOARD OF ASSESSORS

The Board of Assessors committed 15,495 real estate and personal property tax bills to the Tax Collector for collection for Fiscal Year 2021. These bills raised a total of \$138,199,499 in property and personal property taxes. The total assessed value of all taxable real estate and personal property for Fiscal Year 2021 was \$12,186,904,721 which resulted in a tax rate of \$11.34 per thousand dollars of assessed value. The Board also committed approximately 35,845 automobile excise tax bills for collection of an estimated income of \$5,437,340.

### 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 FY2021, the overlay account is set at \$933,276.53. 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

<b>Tax Abatement Overlay Funds</b>			
	<b>FY2018</b>	<b>FY2019</b>	<b>FY2020</b>
Overlay Amount	\$1,245,170	\$503,383	\$933,276
Abatements & Exemptions To-Date	\$336,611	\$611,469	\$415,469
Declared Surplus to General Fund	\$200,000	\$200,000	\$200,000
Reserved for Additional Liability	\$996,193	\$1,282,942	\$1,819,583

### ASSESSMENT DATA

<b>Valuation and Tax Levy</b>			
<b>Fiscal Year</b>	<b>Total Assessed Valuation</b>	<b>Tax Levy</b>	<b>Tax Rate*</b>
2021	\$12,186,904,721	\$138,199,499	\$11.34
2020	\$12,056,976,079	\$133,350,155	\$11.06
2019	\$11,013,408,219	\$124,010,976	\$11.26
2018	\$9,666,545,866	\$117,255,201	\$12.13
2017	\$8,952,216,406	\$112,439,838	\$12.56
2016	\$8,516,898,549	\$108,977,901	\$12.80
2015	\$7,770,112,271	\$105,285,021	\$13.55
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	\$6,483,759,733	\$73,578,994	\$11.34
2005	\$6,007,309,836	\$65,719,969	\$10.94

\* Tax rate expressed in per thousand dollars of assessed value

<b>Percent of Tax Levy by Class</b>						
<b>CLASS</b>	<b>TYPE</b>	<b>FY2017</b>	<b>FY2018</b>	<b>FY2019</b>	<b>FY2020</b>	<b>FY2021</b>
I	Residential	93.1390	94.0328	94.3513	94.5527	94.5798
II	Open Space	0	0	0	0	0
III	Commercial	4.3158	4.5056	4.3576	4.1714	4.1773
IV	Industrial	0.2242	0.2252	0.2155	0.2087	0.2093
V	Personal Property	1.2850	1.2364	1.0756	1.0672	1.0336
<b>Total</b>		<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

## FINANCIAL MANAGEMENT SERVICES

### Tax Rate Components FY2017-FY2021

	2017	2018	2019	2020	2021
Levy Base	\$11.43	\$10.97	\$9.98	\$9.42	\$10.08
2 1/2%	\$0.29	\$0.27	\$0.25	\$0.24	\$0.25
Growth	\$0.12	\$0.13	\$0.09	\$0.07	\$0.07
Override	\$0.00	\$0.00	\$0.00	\$0.46	\$0.00
W/S Debt Service	\$0.62	\$0.58	\$0.51	\$0.46	\$0.30
School Debt Exclusion	\$0.10	\$0.18	\$0.43	\$0.41	\$0.64
Symmes Debt Exclusion	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Tax Rate*	\$12.56	\$12.13	\$11.26	\$11.06	\$11.34
<i>*Tax Rate = ((Amount To Be Raised)/(Total Taxable Assessed Value))*1000</i>					

### Details of Tax Rate Calculation

	FY2017	FY2018	FY2019	FY2020	FY2021
Max Levy Prior FY	\$102,420,256	\$106,050,906	\$109,965,991	\$113,696,347	\$122,855,373
2.50%	\$2,560,506	\$2,651,273	\$2,749,150	\$2,842,409	\$3,071,384
Growth	\$1,070,144	\$1,263,812	\$981,206	\$816,616	\$850,163
Override	\$0	\$0	\$0	\$0	\$0
Maximum Levy	\$106,050,906	\$109,965,991	\$113,696,347	\$122,855,372	\$1126,776,920
Levy Inc. %	3.42%	3.56%	3.28%	7.46%	3.09%
Levy Inc. \$	\$3,630,650	\$3,915,085	\$3,730,356	\$9,159,025	\$3,921,549
W/S Debt Service	\$5,593,112	\$5,593,112	\$5,593,112	\$5,593,112	\$3,691,454
School Debt Exclusion	\$878,800	\$1,781,404	\$4,772,602	\$4,928,109	\$7,744,595
Symmes Debt Exclusion	0	\$0	\$0	\$0	\$0
Max to be Raised	\$112,522,818	\$117,340,507	\$124,062,061	\$133,376,594	\$138,212,969
Actual Raised	\$112,439,838	\$117,255,201	\$124,010,976	\$133,350,155	\$138,199,499
Excess Levy	\$82,980	\$85,306	\$51,085	\$26,439	\$13,470
Total Taxable Assessed Value	\$8,952,216,406	\$8,966,545,866	\$11,013,408,219	\$12,056,976,079	\$12,186,904,721
Total Avg. % Increase	5.15%	7.98%	13.93%	9.48%	1.08%
Tax Rate	\$12.56	\$12.13	\$11.26	\$11.06	\$11.34
Penny of Tax Rate	\$89,522	\$96,665	\$110,134	\$120,570	\$121,869
Avg. Assessed Value Single Family	\$621,249	\$655,985	\$752,184	\$825,144	\$829,339
Avg. Taxes Single Family	\$7,804	\$7,957	\$8,470	\$9,126	\$9,405

*\*All numbers subject to rounding and final DOR Certification*



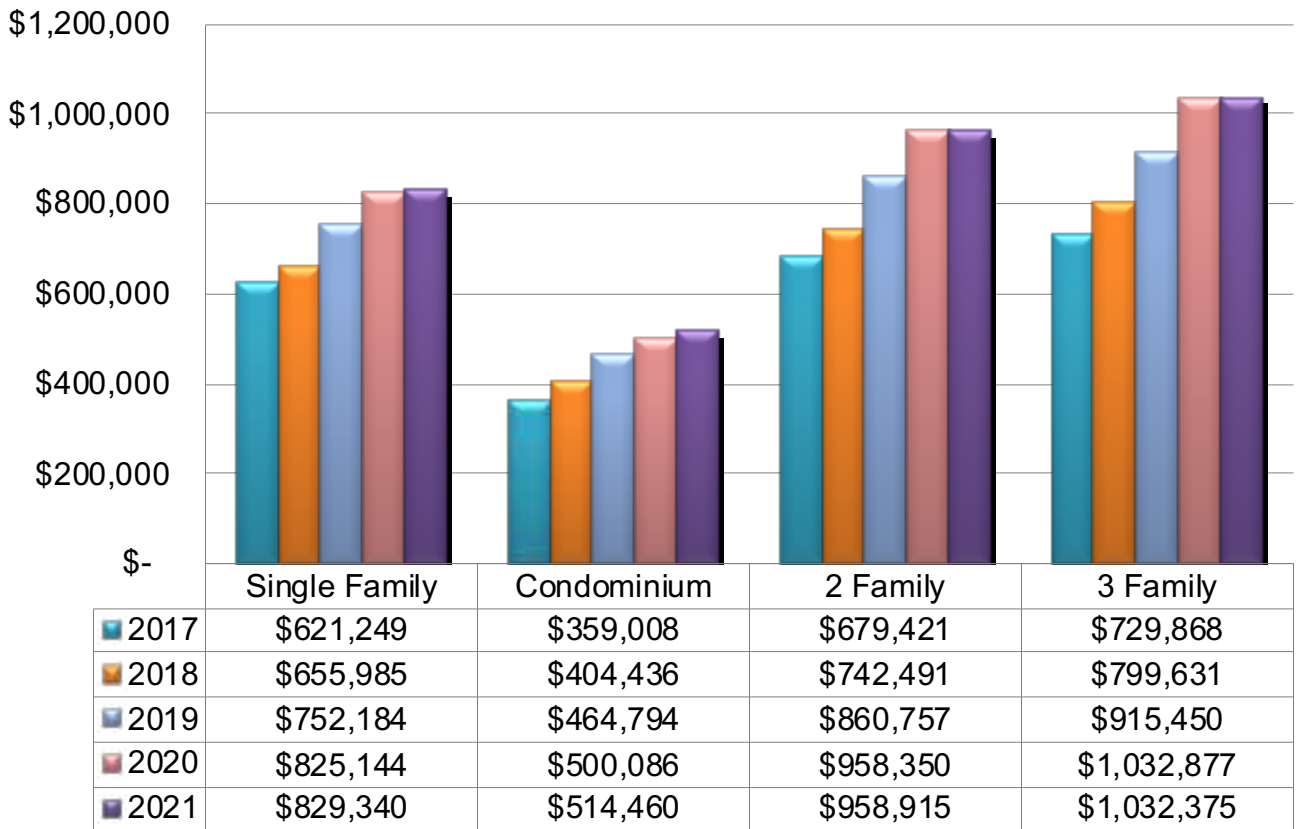
# FINANCIAL MANAGEMENT SERVICES

State Class Code FY21-FY20 Comparison									
Type	FY2021			FY2020			FY21 vs FY20		
	Parcels	Assessed Value	Avg. Assessed Value	Parcels	Assessed Value	Avg. Assessed Value	Parcel (+/-)	Percent (+/-)	Avg. Assessed Value (+/-)
Single Family	8,001	6,635,547,300	829,340	7,999	6,600,332,900	825,145	2	0.53%	4,195
Condominium	3,889	2,000,734,100	514,460	3,827	1,913,830,400	500,086	62	4.54%	14,373
Misc	10	12,482,400	1,248,240	10	12,481,500	1,248,150	0	0.01%	90
2 Family	2,117	2,030,024,060	958,915	2,139	2,049,911,300	958,350	-22	-0.97%	565
3 Family	179	184,795,200	1,032,375	182	187,983,600	1,032,877	-3	-1.70	-502
Apartments	158	561,878,700	3,556,194	161	536,977,760	3,335,266	-3	4.64%	220,929
Res Land	303	38,400,300	126,734	303	37,530,600	123,863	0	2.32%	2,870
Open Space	0			0			0	0.00%	0
Commercial	377	447,680,930	1,187,483	381	443,276,220	1,163,455	-4	0.99%	24,028
Industrial	22	25,510,500	1,159,568	22	25,167,400	1,143,973	0	1.36%	15,595
Ch Land/61	0			0			0	0.00%	0
Ch Land/61A	0			0			0	0.00%	0
Ch Land/61B	4	1,703,311	425,828	4	1,703,309	425,827	0	0	0
Mixed Use(Res)	40	62,486,919	1,562,173	41	61,147,190	1,491,395	-1	2.19%	70,778
Mixed Use(Com)	36	59,692,671	1,610,041	36	57,961,500	1,610,041	0	2.99%	0
Per Prop/501	189	8,545,080	45,212	203	9,816,840	48,359	-14	-12.95%	-3,147
Per Prop/502	157	3,348,840	21,330	170	3,886,470	22,862	-13	-13.83	-1,531
Per Prop/503	0	0		0			0	0.00%	0
Per Prop/504,550-2	2	82,138,390	41,069,195	2	81,625,970	40,812,985	0	0.63%	256,210
Per Prop/505	5	17,665,100	3,533,020	8	17,763,200	2,220,400	-3	-0.55%	1,312,620
Per Prop/506	2	12,590,000	6,295,000	2	13,386,600	6,693,300	0	-5.95%	-398,300
Per Prop/508	4	1,680,920	420,230	4	2,193,320	548,330	0	-23.36%	-128,100
<b>Total</b>	<b>15,495</b>	<b>12,186,904,721</b>		<b>15,494</b>	<b>12,056,976,079</b>			<b>1.08%</b>	

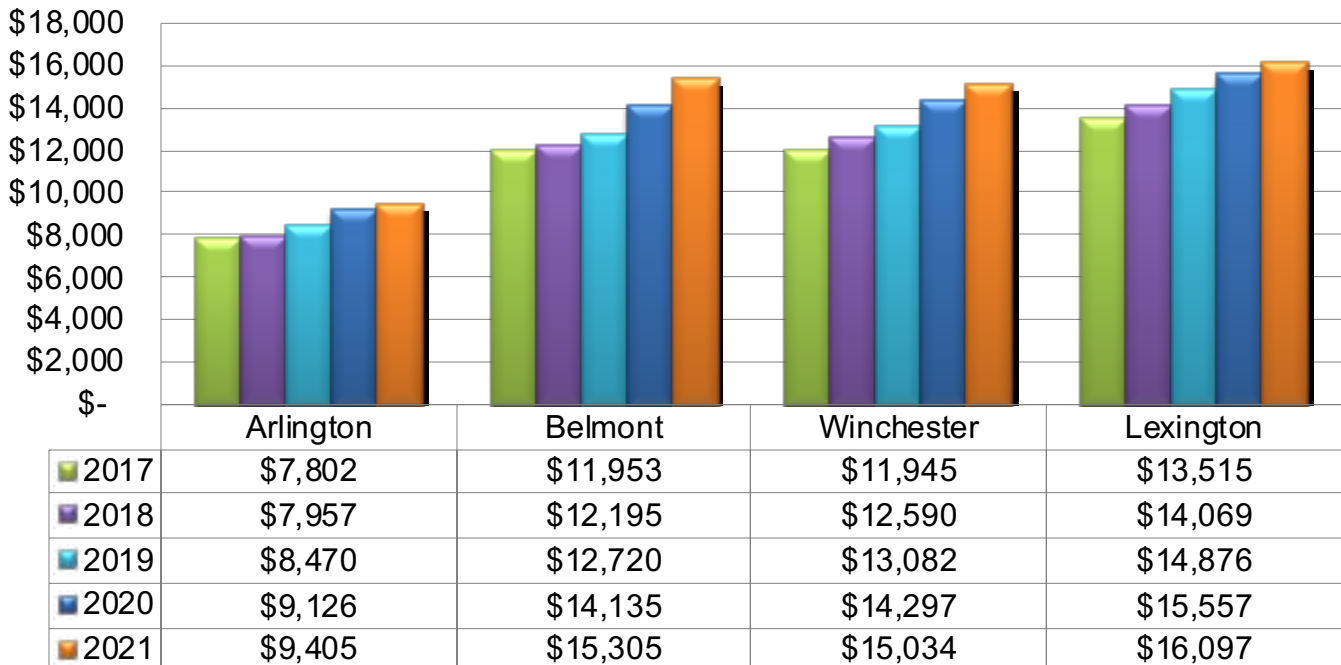
FINANCIAL MANAGEMENT

## FINANCIAL MANAGEMENT SERVICES

### Average Assessed Values FY2016-FY2021



### Average Taxes FY2017-FY2021



# 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
F15	\$13.55
F16	\$12.80
F17	\$12.56
F18	\$12.13
F19	\$11.26
F20	\$11.06
F21	\$11.34

# FINANCIAL MANAGEMENT SERVICES

MASSACHUSETTS DEPARTMENT OF REVENUE  
 DIVISION OF LOCAL SERVICES  
 BUREAU OF ACCOUNTS

**Arlington**  
 TOWN

## TAX RATE RECAPITULATION Fiscal Year 2020

**I. TAX RATE SUMMARY**

Ia. Total amount to be raised (from page 2, IIe)	\$ 199,544,726.43
Ib. Total estimated receipts and other revenue sources (from page 2, IIIe)	66,194,571.00
Ic. Tax Levy (Ia minus Ib)	\$ 133,350,155.43
Id. Distribution of Tax Rates and levies	

CLASS	(b) Levy percentage (from LA5)	(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
<b>Residential</b>	94.5527	126,086,172.41	11,400,195,250.00	11.06	126,086,159.47
<b>Net of Exempt</b>					
<b>Open Space</b>	0.0000	0.00	0.00	0.00	0.00
<b>Commercial</b>	4.1714	5,562,568.38	502,941,029.00	11.06	5,562,527.78
<b>Net of Exempt</b>					
<b>Industrial</b>	0.2087	278,301.77	25,167,400.00	11.06	278,351.44
<b>SUBTOTAL</b>	<b>98.9328</b>		<b>11,928,303,679.00</b>		<b>131,927,038.69</b>
<b>Personal</b>	1.0672	1,423,112.86	128,672,400.00	11.06	1,423,116.74
<b>TOTAL</b>	<b>100.0000</b>		<b>12,056,976,079.00</b>		<b>133,350,155.43</b>

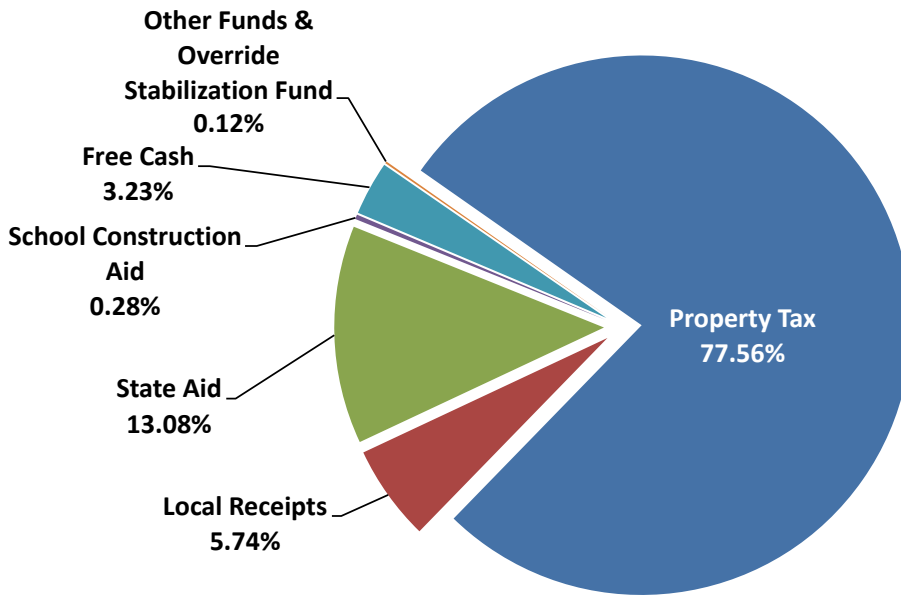
MUST EQUAL 1C



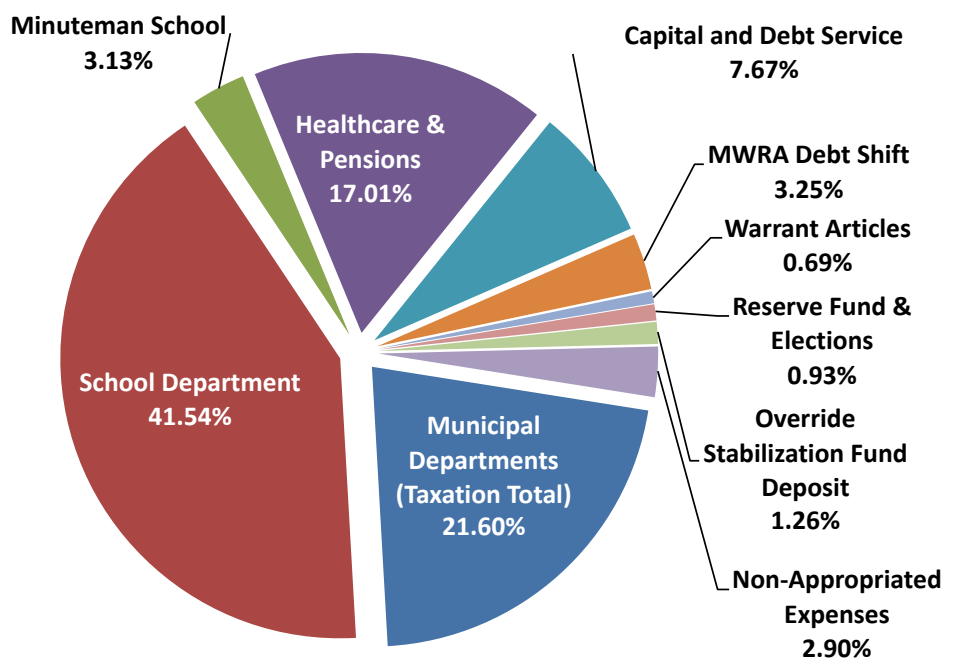
FISCAL YEAR 2020

Total \$171,938,647

Revenue



Expenditures



## Arlington Public Works



### DEPARTMENT OF PUBLIC WORKS

The Arlington Department of Public Works (DPW) is comprised of seven divisions: Administration, Engineering, Highway, Water/Sewer Utilities, Motor Equipment Repair, Natural Resources, and Cemeteries. With a staff of 79, 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 billing, 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, and oversight of contracted streetlight maintenance on public ways and parking lots.

#### Accomplishments

- Continued Management of the DPW Facility improvement project including:
  - Site plan for project developed in coordination with ongoing High School Project.
  - Hired Owner's Project Manager.
  - Hired Construction Manager.
- Held nine monthly recycling center events, making public safety protocols and accommodations to protect the public during the pandemic beginning at the end of June.
- Initiated online SignUp Genius registration system for all drop off waste diversion activities.
- Secured School Sustainability Coordinator's position in the school budget for FY2022, including increased capacity for school Green Team activities and youth environmental leadership opportunities.
- Awarded \$40,000 MA DEP education and outreach grant to undertake Recycling IQ Program to improve curbside recycling quality in the areas of town identified as having the highest percentage of contamination.
- Awarded \$42,000 MA DEP Sustainable Ma-

terials Recovery Program grant in recognition of our waste diversion activities. Grant funds are designated for use to continue to support and expand waste diversion.

- Responded to the initial wave of the COVID-19 pandemic by establishing "A" and "B" work shifts and staggering attendance to minimize staff contacts while maintaining essential operations. Acquired PPE for all staff prior to returning to full attendance.

#### Solid Waste Collection

The Town is contracted with waste hauler, JRM Hauling and Recycling. With JRM as our contractor since 2012 the Town provides 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, ten 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.



## Arlington Recycles

#### Recycling

With the advent of weekly mandatory recycling and the addition of weekly yard waste collection, in season, the Department saw a reduction in solid waste tonnage and an increase in the tonnage of materials recycled.

The Department hosts monthly Recycling Center events to collect harder-to-recycle materials that cannot be collected as part of our curbside program. At the Recycling Center, residents can drop off bulky rigid plastic items such as broken trash cans, recycling and storage bins, packing foam (expanded polystyrene coolers and the like), electronic waste/TVs/CRT computer monitors, scrap metal, clothing, textiles, books, and media such as CDs and DVDs. The Department maintains free electronic waste drop off programs during regular business hours.

# PUBLIC WORKS

Recycling, Solid Waste, and Hazardous Waste Statistics (in tons unless specified)			
Materials	FY2018	FY2019	FY2020
Solid Waste	12,684	12,262	12,225
Single-Stream Recycling	5,111	4,994	5,170
Yard Waste	3,894	2,521	3,045
Electronic Waste	66.84	63.61	47.89
Appliances (units)	513	573	604

## Accomplishments

- Food scrap diversion programs:
  - Continued pilot of FEED FiDO (Food scrap Drop Off) 24/7 drop off program, growing the number of participants who have used the program to over 700 households.
  - Distributed over seven hundred additional “food scrap diversion kits” to residents who actively subscribe to private food scrap curbside collection, reaching the initial goal of 2,000 (10%) households.
- Managed contracted curbside collection solid waste, recycling, and yard waste contracts, without interruption, through the onset of the pandemic.
- Provided discounted compost bin program.
- Improved website search ability with the RecycleSmartMa web tool in 2019 which resulted in a 2020 Arlington top hit rate of 16,000 in a single month, gaining MA DEP public recognition.
- Provided discounted rain barrel program.



Recycling coordinator Charlotte Milan and a volunteer at monthly Recycling Center set up under COVID-19 restrictions.

## Yard Waste Collection

JRM collects yard waste curbside on a weekly schedule from mid-April through the first week of December. Additional recycling information can be found online at [arlingtonma.gov/recycle](http://arlingtonma.gov/recycle).

## Household Hazardous Waste Collection

2020 marked the twenty-third year of Arlington’s membership in the regional household hazardous waste collection program. 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, oil-based paints and solvents, and household cleaning products. There were 446 carloads from Arlington collected in 2020.

## 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, Water, and Sewer Divisions 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.



New traffic signal at Lake Street and Minuteman Bikeway.

## Accomplishments

- Arlington Town Engineer presented with US Environmental Protection Agency Merit Award for work protecting New England’s environment related to stormwater quality. EPA New England’s annual Environmental

# PUBLIC WORKS

Merit Awards are given to community leaders, scientists, government officials, business leaders, schools, and students who represent different approaches, but a common commitment to environmental protection.

- Worked with other Town Departments to provide technical input and assistance for additional projects, including Arlington High School and Reservoir Beach Projects.
- Prepared, administered, and awarded 3-year contract for Traffic Signal Maintenance. Integrated Town streetlights into contract for ease of service and cost efficiencies.
- Coordinated construction of 2020 Green Infrastructure Improvement Project including twenty (20) infiltration trenches and two bio-retention facilities at the intersection of Milton Street and Herbert Road for watershed and water quality improvements.
- Administered and coordinated the construction of the Lake Street and Bike Path Traffic Signal Project for a new multimodal signalized intersection. Updated Pedestrian Push Buttons at one intersection in conjunction with Arlington Center Sidewalk Project.
- Performed oversight and monitoring for the following Town Capital Projects: road rehabilitation, pavement preservation, water rehabilitation, sewer rehabilitation and sidewalk, curb and handicap ramp work.
- Managed Street Opening Permit Program and monitored on-going utility construction projects by contractors and major utility providers in Town right of ways including Ever-source, Verizon and National Grid. Oversight was performed in a cooperative effort with the Water Division and Police Department. This included reviewing and administering work conditions and requirements including outreach, traffic management and trench repairs.
- Provided technical resource and necessary project and plan review to assist Water Division including: DEP sanitary survey, site plan reviews, unidirectional flushing program, capital water planning and transfer to GIS data collection of cross-connection inspection program.
- Continued to scan plans and records and upgrade organization and usability of system.
- Coordinated and assisted the preparation of the following administrative and regulatory requirements:
  - EPA NPDES Municipal Separate Storm Sewer System (MS4) Annual Report.
  - Annual Arlington Reservoir Dam Emer-

gency Action Plan

- MWRA Municipal Discharge Permit
- MADEP Sanitary Survey for water distribution system



*New sidewalks in Arlington Center were installed over the summer.*

## 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** – Swept all streets two times (spring and fall).

- Sweeping on main streets done weekly (twenty-eight times).

**Snow and Ice Control** – There were 11 snow and ice events.

- Private contractors used for 5 events.
- 24 inches total snow for season.

## Performance Measurements

- Repaired or replaced 37 catch basins.
- Cleaned 280 catch basins. In addition, cleaned all Town catch basins (3,566) utilizing a service contractor.
- Removed and installed 1,300 linear feet of sidewalk.
- Patched over 1,500 potholes using 1,175 tons of asphalt.



# PUBLIC WORKS

## Special Projects

- Placed 150 sand barrels town-wide for winter season.
- Delivered tax bills to post office for Treasurer's Office.
- 

## Water/Sewer Division

The Water and Sewer Division continues to maintain 131 miles of water mains, 117 miles of sewer mains, 9 Sewer Lift Stations, 1,414 hydrants, and numerous valves, and service connections/shut offs. Additionally, the division reads usage meters and prepares quarterly bills on just under 13,000 accounts.

## Performance Measurements

- Replaced 711 water meters.
- Provided water use data to the Town Treasurer for billing while changing out meters and electronic reporting equipment.
- Repaired water main leaks at 62 locations.
- Repaired water service lines at 45 locations.
- Replaced 15 hydrants.
- Flushed over 230 locations to clear blockages from sewer mains and services.
- Sampled 14 locations weekly for water quality.
- Provided over 627 markouts for underground excavation work.

## 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.

## Major Accomplishments

- Assisted in applying for and winning DEP VW Settlement Grant to help replace older less efficient diesel vehicles. Grant award amount over \$275,000 applied to the purchase of 4 vehicles
- Acquired new Department vehicles; Street Sweeper, two 3/4 ton pickups with plows, two 1 ton pickups with plows, 2wd 33,000gvw Dump Truck w/plow, 4wd-44,000gvw Sander.

## Performance Measurements

- Provided preventative maintenance and repairs on 150 motor vehicles, including vehi-

- cles assigned to other Town departments.
- Maintained snow and ice vehicles during events.

## 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 public trees.

## Forestry

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



*Trail at Menotomy Rocks Park.*

## Performance Measurements

- Planted 154 trees. Was not able to do a spring planting of 150 trees due to COVID-19 restrictions.
- Removed 179 trees.

## Accomplishments

- Performed significant tree maintenance along ¾ of the Minuteman Bike/Commuter Path (Progress halted by pandemic).
- Treated at-risk trees against Emerald Ash Borer insects.
- Maintained "Tree City USA" designation from the National Arbor Day foundation. Awarded a "Growth Award" (second year in a row) for additional work in protecting and providing for trees in Arlington.
- Developed an Adopt-A-Tree pilot program in collaboration with the Arlington Tree Committee and Amazing Arlington Volunteers. The program allows individuals to "adopt"

# PUBLIC WORKS

a tree using a web-based program. Those who are involved with the program commit to water their adopted tree, can name it submit photos of its progress.

## 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, Menotomy Rocks Park, and twenty-one traffic islands.

## Performance Measurements

- Continued to put a priority on prompt graffiti removal.
- Maintained Town-owned sidewalks through-



One of many signs DPW posted across Arlington during the pandemic to encourage compliance to state face covering order. This sign is on the bike path by Magnolia Field.

out the winter.

## 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 is provided by four staff members.

Mt. Pleasant Cemetery is expected to run out of space for new gravesites within the next few years and planning for future interments is a major priority. The new columbarium was completed in 2017. The Town is now able to provide niches for cremain burial on a preneed basis. The cemetery also has space available for green cremain burials.

Mount Pleasant Cemetery Service Types	Amount	Revenues Invoiced
New Earth Grave Site Sales	32	\$64,500
New Urn Grave Sales	1	\$350
Perpetual Care Sales	33	\$16,500
Grave Site Buy-backs	0	\$0
Earth Burials	137	\$137,000
Cremain Burials	76	\$22,800
Columbarium Sales	13	\$21,800
Columbarium Fees	6	\$600
Public Lot	0	\$0
Non-Resident Burials	92	\$46,000
Overtime, Holiday Surcharges	34	\$23,900
Mock Burial	3	\$600
Foundation Charge	39	\$7,800
Disinterments	0	\$0
Veteran Graves – earth/urn	3	\$1,200
Recording Fee	5	\$500
Chapel Use, Misc.	2	\$180
<b>Total Gross Revenues</b>		<b>\$343,730</b>

## Major Accomplishments

- Installed new street signs throughout cemetery.
- Began repairs to historic burial vaults and with support from CPA, begin construction of improvements within the Old Burying Grounds.
- Completed significant preventative tree care pruning and removal of unhealthy trees

## 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 throughout the pandemic. Their efforts are an important part of the high quality of life that we enjoy in our community.

## TREE COMMITTEE

The Arlington Tree Committee was established in 2010 by the Arlington Select Board. The mission of the Arlington Tree Committee (ATC) is to promote the protection, planting, and care of trees in Arlington.

### Work with Tree Warden

The ATC meets monthly with Tree Warden, Tim Lecuivre, to discuss ongoing tree-related issues in Town and to provide support to him and his staff.

### Updating, Utilizing Inventory & Management Plan

The town-wide street tree inventory completed in 2017, has proven to be a very helpful tool for both the Tree Warden and the ATC. The DPW uses the inventory to streamline tree planting and maintenance and updates it regularly. This year, ATC used the Tree Inventory to establish its new *Adopt-a-Tree* program.



### Adopt-a-Tree Program

To improve the watering of new street trees, the ATC (working with the town GIS Office and the Planning Dept) piloted an Adopt-a-Tree program designed to engage residents and businesses in tree watering efforts. Using the Tree Inventory map, people selected a street tree convenient to their home or workplace and committed to watering it for the growing season. Over 100 individuals/families participated. Arlington high school students also participated, earning community service hours. The Adopt-a-Tree program will be run again in 2021.

### Article 16. Tree Protection and Preservation Bylaw

This year the ATC developed a packet for builders that includes a sample tree plan and construction guidelines to streamline the Tree Preservation Bylaw process.

### Additional Tree Protection Efforts

ATC worked with the Tree Warden to develop guidelines for tree protection during construction in town. Tree protection at Town projects, such as the rebuilding of Arlington High School, have been prioritized. Mature trees along Mass Ave. at the AHS construction site have been carefully protected with sturdy fencing to prevent vehicular traffic or storage of building materials within the Critical Root Zones of the trees.

### Community Tree Canopy Program

Since 2017 the ATC has collaborated with the Tree Division to use the Trees Please fund to support a Community Canopy Program. This program, offering native trees at a subsidized cost to residents and businesses for planting on private property, has resulted in the planting of nearly 150 additional trees. Despite the pandemic the 2020 program resulted in 40 trees planted.

### Other Tree Planting Initiatives

In 2020, using Trees Please funds, additional trees were planted at Lussiano Playground and at Mt Pleasant Cemetery. Discussions are ongoing with Arlington Housing Authority to add trees to their properties.

### Raise Awareness of Trees and their Benefits

- Ongoing publicity using Facebook, Instagram, Google Group to share tree-related info and photographs.
- Updating and maintaining the arlingontrees.org website.
- Publicizing the need to water new trees.





# COMMUNITY SAFETY

## ARLINGTON POLICE DEPARTMENT



### Department Overview

The Arlington Police Department (APD) faced a very challenging and tumultuous year with the Coronavirus pandemic that appeared in March. This required the Department to establish new protocols for everyday procedures in order to keep officers and residents as safe as possible. These protocols forced many of our community programs to be suspended for the majority of the year and impacted our day-to-day operations; however, APD remained dedicated to implementing new technologies and improving its wide range of media capacities in an effort to continue essential communication with the citizens of Arlington.

For years, the Department has operated under a community policing philosophy that encourages citizen participation in solving problems, 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 Juliann Flaherty in the management, administration, and strategic planning for the Department. The Department maintains three divisions: The Community Services Division led by Captain Richard Flynn, the Investigative Services and Professional Standards Division led by Captain James Curran, and the Support Services and Logistics Division led by Captain Sean Kiernan.

The Community Services Division is responsible for uniformed patrol operations and the E-911 Dispatchers. This Division is tasked with effectively deploying all uniformed patrol personnel, including the Patrol Division, Canine Unit, Bicycle Unit, School Resource Officer, and Animal Control Officer. 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 a variety of other assignments. These deal with a wide-range of issues that affect the quality of life in Arlington. They include enforcing traffic and parking laws, preserving the peace, protecting life and property, school safety, special event planning, and grant coordination. Also, through the Crime Analysis Unit, we continue to track crime trends and patterns allowing the

Department to deploy patrol officers to specific locations to maximize police resources.

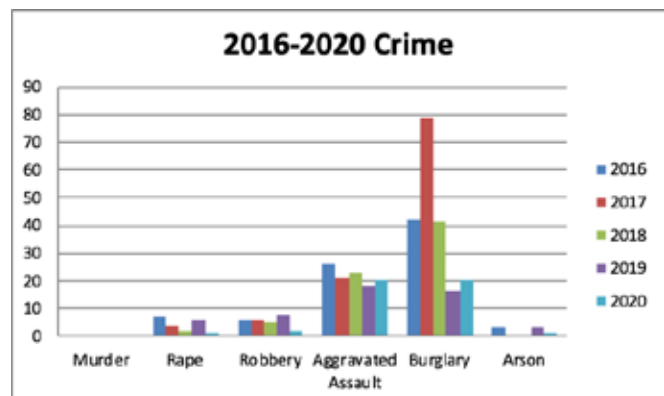
The Investigative Services & Professional Standards Division administers the Criminal Investigation Bureau (CIB) and the Professional Standards/Accreditation Office. The CIB is responsible for the follow up investigation of all crimes, the sex offender registry, police prosecutions at district and juvenile court, 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, 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 the Traffic Unit, training, new officer recruitment and hiring, information systems management, firearm/hackney licensing, police scheduling, departmental fleet, building maintenance, and culmination of all departmental records.

### 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.

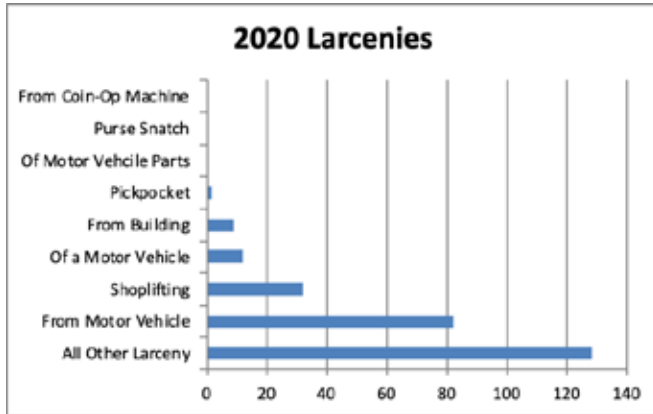
The following is a summary of Part I Crimes in Arlington in 2020. Part I Crimes are crimes designated by the Federal Bureau of Investigation (FBI) to be the most serious crimes affecting a community, they include: murder, rape, robbery, aggravated assault, burglary, larceny, arson, and motor vehicle theft. In 2020 there were a total of 312 Part I Crimes reported in Arlington, the same amount of Part I Crimes as reported in 2019.





# COMMUNITY SAFETY

There were no murders in Arlington in 2020. There was one reported rape, five less than last year. Arlington had two robberies, six less than 2019. Of the two robberies committed, suspects were unarmed in both incidents. Arlington experienced twenty aggravated assaults; nineteen involved weapons and eleven involved domestic violence. Of the incidents involving weapons, five involved knives or cutting instruments, three involved firearms, seven involved various blunt objects, three involved a shod foot and one involved a motor vehicle. Arlington had twenty reported burglaries in 2020, four incidents more than last year. There were twelve motor vehicles stolen, an increase of one from 2019. There was one arson reported this year. In 2020, there were 253 reported larcenies, which is an increase of three incidents from 2019.



## Calls for Service

The Police Department logged 21,850 calls for service. Officers filed 2,718 incident reports as compared to 2,827 in 2019. In 2020 fifty-eight people were arrested, a decrease of thirty. Seventeen 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 2020, 524 motor vehicle citations and 5,510 parking tickets were issued. Traffic issues continue to be one of the greatest areas of complaints to the Department.

Calls for Service	2020
Emergency Calls	21,850
Police Reports	2,718
Arrests	58
Protective Custody	17
Summons	50
Motor Vehicle Citations	524

## Patrol

The Community Services (Patrol) Division responded to 21,850 calls for service during 2020. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 869 alarms (residential, business, bank and municipal), 681 disturbance calls, 462 reports of suspicious activity, 88 traffic complaints and 330 animal complaint calls. The Community Service Division also investigated 28 reports of missing persons.

## Community Policing

Effective community policing has a positive impact on reducing crime, helping to reduce fear of crime and enhancing the quality of life within the Arlington community. It accomplishes these things by combining the efforts and resources of the police, community governance, and community members. It involves all elements of the community in the search for solutions to these problems and is founded on close, mutually beneficial ties between police and community members. Community policing is a philosophy, not a program. Officers attempt to assist in several different functions, not just law enforcement and apprehending criminals such as: resolving conflicts, helping the homeless and mentally ill, and saving lives of those afflicted with substance use disorders. 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. The Department generally offers a number of community policing programs to the public, designed to provide citizens with tools, information, and skills useful in solving those problems; however, several of these programs had to be temporarily suspended due to the COVID-19 pandemic.

In 2020 the Department was unable to run its fifth Arlington Citizens Police Academy. The program is designed to give citizens a better understanding about law enforcement and show the various functions of a police department. Academy classes offer a vast array of topics, such as: investigations, prosecution, evidence, crime analysis, traffic, domestic violence, mental health, school safety, etc. The Academy helps educate residents while also developing positive relations with them. It is an ongoing process to build community cooperation, understanding, and good will. The successful program often has an enrollment waiting list. APD hopes to offer it again in 2021.

The Department's Coffee with A Cop program was also suspended this year. Coffee with a Cop brings police officers and the community members they serve together, over coffee, to discuss issues and learn more about each other. This program will restart when it is safe to do so.

The first Tuesday of every month, our officers attend the Veteran's Breakfast hosted by Brightview Senior Living in Arlington. It's a casual morning event that

# COMMUNITY SAFETY

allows our officers to meet and share stories with our nation's Veterans and their spouses. This enjoyable event ran for the first couple months of the year until the pandemic made it impossible because of safety concerns. The officers are looking forward to restarting this monthly event as soon as possible.

During the year, APD partnered with the Health and Human Services Division to help with the homeless population. An officer was assigned to partner with the City of Cambridge in their well-resourced program to help with this initiative. Additionally, the Arlington Police Department's mental health clinician also works with this population. APD also partnered with the Somerville Homeless Coalition and other volunteers to fill up two dumpsters with discarded waste from the homeless camps at the Mugar Woods.



*Officer Canniff, our Homeless Outreach Officer, delivers 15 cases of water to the homeless population.*

APD partnered with the Boy Scouts for a Holiday Gift Drive. APD also partnered with Abbott's Frozen Custard to give kids a gift certificate for wearing a protective mask during the pandemic.

In the fall, Officers participated in "No Shave November" to raise money for the Children's Room here in Arlington. Over \$6,000.00 was donated.

During the spring and summer, Officers participated in several birthday and graduation caravans to support members of our community during the pandemic, including the 2020 AHS Graduation Parade. The Bishop Bears 5<sup>th</sup> grade celebration caravan was attended by Officers White and Zona and officers also participated in a Parade for the Arlington Boys and Girls club in June.

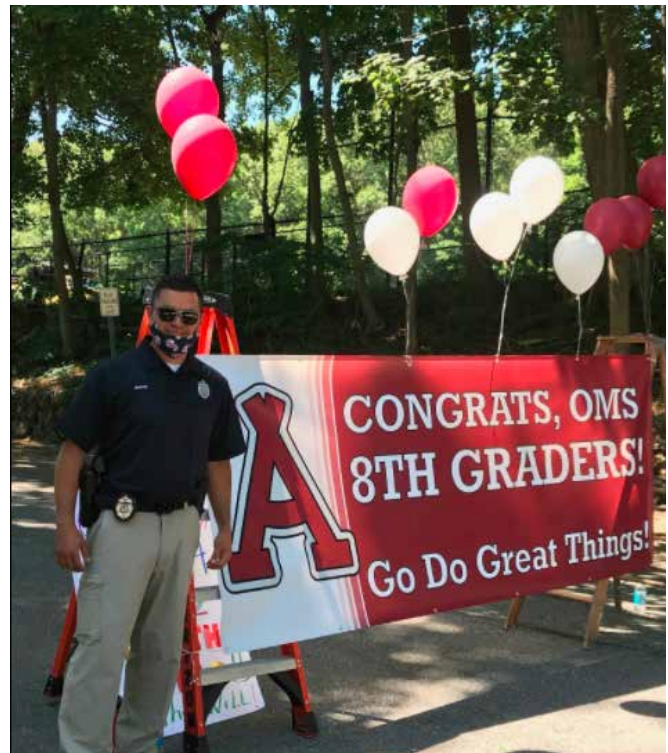
### *School Resource Officer*

The School Resource Officer position continued to flourish as a full-time position dedicated to all the schools in the Arlington Community. It is now under the umbrella of the Patrol Division (Community Services

Division). Officer White, who was assigned the School Resource Officer in 2019, and has continued with the role throughout 2020.

Aside from coordinating all of the school-based investigations and safety protocols, Officer White is also responsible for prioritizing potential criminal cases that involve school aged children for review and consideration to the Diversion Program or the Restorative Justice Program.

Although Officer White could not engage with the students in person as much this year due to the pandemic, he continued to visit schools daily and met with students and faculty in person (socially-distanced) and virtually. Officer White visited many classrooms and participated in law classes, career exploration, and Q&A sessions. He also met with student-led clubs including the Political Action Club and has been asked by students to be an Advisor for the club "Creating Connections and Change in the APD."



*Officer White, the School Resource Officer, celebrates the graduates of Ottoson Middle School.*

### *Canine*

During 2020, K9 Officer Hogan continued working with K9 Eiko in Patrol. The K9 unit assisted many local departments, including Cambridge, Somerville, Lexington, Belmont, in addition to many other communities.

One of the most rewarding parts of the K9 Program is conducting K9 Demonstrations for area students in our school systems, and forming community policing relationships with the residents of Arlington. During the

# COMMUNITY SAFETY

---

past year, the K9 unit provided several K9 Demonstrations although they were somewhat limited with the Covid-19 pandemic.

The K9 unit plans to continue their training to make sure that the K9 Program has continued success, as has been shown over the past 14 years.

## *Animal Control*

The Animal Control Officer (ACO) enforces all Town Bylaws and Massachusetts General Laws relative to the control and care of animals. The ACO investigates reports of animal cruelty, facilitates conflict resolution pertaining to animal complaints, investigates animal bites, quarantines (animals that have been bitten or have been bitten by an unknown source), and provides education assistance for domestic and wild animals to residents and the schools.

In 2020 the ACO received over 20,000 phone calls, text messages, and Facebook messages from residents regarding animal questions and incidents. The ACO also completed seventeen quarantines for animal bites, thirteen chicken coop inspections, and five dog kennel inspections. The ACO did six Zoom meetings for the Fox Library's Celebration of Animals as well as worked with ACMi to create public service announcements regarding domestic pets, wildlife, and the dangers of rodenticide poisons. In addition to media education, she also contributes to the Department's Facebook page with animal related postings that increase awareness and education, plus assists in reuniting lost and found pets.

## **Support Services**

The APD licensing office processed six solicitor's licenses, two hackney licenses, and 281 firearms licenses. Through the Department's growing social media sites, such as Twitter, Nextdoor, and Facebook, the Department was able to keep its commitment of transparency by keeping the community well informed through constant information sharing.

In 2020 the Training Division was forced to transition to online training, restricting multiple in-person trainings. Training was completed online through the Municipal Police Institute (MPI). CPR training was conducted with the assistance of the Arlington Fire Department and firearms training was held at the Riverside Gun Club in Hudson, both were taught in person with COVID-19 safety protocols in place. Officers also attended trainings throughout the year, which included: Improving Relations and Building Trust Through Social Media, Demystifying the OUI Stop/Arrest/Prosecution, ICAT De-escalation and Implicit Bias training, and SRO Training - Massachusetts Educators Seminar on School Law and Discipline.

The Training Division ordered and issued protective gear for the Department including masks, gloves, goggles, face shields, gowns as well as sanitizer and

wipes. This unit also constantly monitored and ensured that the building and all vehicles were cleaned and sanitized, especially after any type of possible exposure.

The Training Division also helped create new court protocols regarding arrests, court appearances, Restraining Orders, Section 12's and Section 35's so they could all be done remotely from the station.

## *Traffic Unit*

During 2020 the Police Department responded to 364 motor vehicle crashes. Statistically, this represented a 51% difference from the previous calendar year. This large decline is likely a result of the COVID-19 stay at home orders given in the spring.

There was one fatal crash involving a bicyclist reported on May 5, 2020. A bicycle crash with serious injury was reported on June 23, 2020, and there was a pedestrian crash with serious injury on September 10, 2020.

Throughout the year, Traffic Unit staff-members continued to serve on several boards and committees in Town to include the Parking Advisory Committee (PAC) and Transportation Advisory Committee (TAC). The Unit regularly assisted the Select Board with matters regarding traffic safety not referred to TAC including overnight parking requests and traffic and parking complaints.

Due to the pandemic meter enforcement was suspended for several months resulting in a drastic reduction of citations for parking violations. In the interim, The Traffic Unit coordinated with DPW and outside contractors on the removal and re-installation of parking meters within the Parking Benefits District/Broadway Plaza Sidewalk Project as well as the installation of a new section of meters on Broadway between Franklin and Webster Streets. The Traffic Unit also upgraded their parking enforcement equipment and worked with PayByPhone and Cardinal Tracking to update our parking enforcement software, resulting in a successful integration into the Town's new contactless mobile payment option for metered parking. During this time, the non-sworn Parking Control Officers were reassigned to the Town Clerk's Office and assisted that department with processing the large number of mail-in and absentee ballots for multiple elections.

The Traffic Unit worked with the Department of Planning and Community Development to develop solutions for safe outside dining and coordinated the implementation of the Town's Shared Streets Pilot Programs on Brooks Ave. and Mary St.

During the periods when in-person learning was in session, the Traffic Unit continued to work with our partners in the School Department overseeing the School Traffic Supervisors. This included training several new replacements and substitutes for retiring Traffic Supervisors. The Traffic Unit continues to monitor and facilitate safe school crossings, drop off, and pick up.



Working in conjunction with the Arlington Engineering Division and Public Works, the Traffic Unit continues to monitor/recommend upgrades to the Town's traffic signals at the new Lake St. Bikeway Re-Design and at the on-going Mass Ave. and Appleton St. intersection. Traffic Unit personnel conducted multiple traffic counts in various locations in Town, providing valuable feedback to other governmental entities and neighborhood groups. This speed/volume data is vital for planning future traffic safety initiatives. Traffic Unit personnel provide planning and direction to ensure the supervision of safe, efficient traffic flow, and pedestrian safety for major public works and public utility infrastructure projects.

The unit administered the EOPPS/MASSDOT Highway Safety Traffic Enforcement Grant Program providing education and enforcement opportunities at major intersections throughout Town. These enforcement and education mobilizations concentrated on impaired driving, occupant safety, and speeding.

The Traffic Unit continued its partnership with AAA on traffic safety initiatives in the Northeast Region. At their request, Officer Rateau was a member of two separate online panels, giving testimony and fielding questions on distracted/drowsy driving and the slow down/move over law, respectively.

APD's Traffic Unit monitored the MBTA BRT Project in East Arlington for compliance and took the initiative to implement and supervise directed patrols at the Mass. Ave/Appleton St. intersection to improve bicyclist safety.

The Traffic Unit took great pride in coordinating the 2020 AHS Graduation Parade which was a tremendously successful event. We also worked with our partners in the Department of Health and Human Services to plan and ensure safe and efficient COVID-19 Testing Sites.

## **Criminal Investigation Bureau**

The Detective Unit is comprised of a Detective Lieutenant, and seven detectives. Of these seven detectives, two are assigned as Task Force Officers to Federal Task Forces. These task forces include the Drug Enforcement Agency and the Federal Bureau of Investigation. One detective is assigned to nights, one is assigned as the Police Prosecutor, and one is assigned as the Family Services Unit Coordinator.

The Criminal Investigation Bureau has remained busy during the past year investigating various crimes. Detectives have followed up on 1,000 reports generated by officers. In addition, detectives have followed up on 1,300 reports filed through the Department's Online Police Reporting System.

One crime that continues to victimize Arlington residents are various types of frauds. Criminals constantly add new twists to old schemes and exert pressure on people in order for them to make spontaneous decisions.

They often combine sophisticated technology with age-old tricks to get people to send money, or to give out personal information. Many scams are initiated through the Internet; victims range in age from eighteen to eighty, and they come from all socio-economic backgrounds. While confidence schemes have been around for a long time, the Internet has greatly increased their prevalence. Scams evolve constantly, and a good general rule is, "if it sounds too good to be true, it probably is".

## *Drug Investigations*

Detectives have participated in multi-jurisdictional drug task force investigations both on a Federal and on a local jurisdiction level. Detectives are assigned to the Drug Enforcement Agency (DEA) and to the Southern Middlesex County Drug Task Force (SMCDTF). The SMCDTF agencies include Arlington, Lexington, Belmont, Waltham, Watertown, Newton, Weston, and Lincoln. These investigations have resulted in numerous arrests and indictments where the detectives have seized heroin, fentanyl, cocaine, Methamphetamine, and other dangerous controlled substances.

## *Federal Bureau of Investigation Violent Crimes against Children Task Force*

A Detective is currently assigned to the FBI's Violent Crimes against Children Task Force. The mission of the Violent Crimes Against Children program is threefold: first, to decrease the vulnerability of children to sexual exploitation; second, to develop a nationwide capacity to provide a rapid, effective, and measured investigative response to crimes against children; and third, to enhance the capabilities of state and local law enforcement investigators through programs, investigative assistance, and task force operations.

## *Drug Take Back Program*

Over the course of 2020 over 650 pounds of assorted prescription medications were dropped off at the Department lobby for destruction. The various prescription medications were discarded in the Drug Take Back Kiosk. The drug kiosk is located in the Police Headquarters Lobby and is available 24 hours a day and 7 days a week.

In October Inspector Edward Defrancisco and Captain Richard Flynn took part in the National Drug Take Back Day sponsored by the Drug Enforcement Agency. During this event, over 165 pounds of assorted prescription medication was turned in for destruction. National Drug Take Back Day is a free and anonymous event coordinated by the DEA and police departments. The designated day gives the public an opportunity to prevent substance abuse by disposing of potentially dangerous expired, unused, or unwanted prescription drugs in their possession.



# COMMUNITY SAFETY

## Domestic Violence

We have resources in Arlington, including our own Family Services Unit here at APD. Our Family Services Unit works closely with the Cambridge Arlington Belmont High Risk Assessment Team (CABHART). Detectives help victims of domestic abuse safety plan and identify support options in the community. The Unit investigated over 140 domestic violence related incidents.

Another responsibility of this unit is the managing of the Sex Offender Registry Information for the Town. This involves community notifications every time a high-risk offender either moves into Arlington or starts working in Arlington.

## Tip411

Beginning in the spring of 2020 the Arlington Police unveiled tip411. This new app opens us up to two-way communications anonymously with citizens who have tips or other information that will help us solve crimes and create a safer community. The APD app puts a powerful new tool into the hands of community members of all ages to help fight crime and protect their community.



## Coplogic Reports

Beginning in 2015 the Arlington Police has utilized a Desk Officer Online Reporting System. This web-based reporting system allows the public to file certain incident types of reports over the internet at their convenience. These reports included minor theft, vehicle burglary, lost property, and larcenies, etc.

During 2020, as a result of the pandemic, residents were encouraged to file reports online. Detectives have followed up on over 1,300 reports which had been filed through this website. Included in that number there were over 600 fraudulent unemployment claims.

## Records

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

Records Processed	2020
Calls	21,850
Arrests	58
Citations	523
Parking	5,510
Accidents	364
Hackney	2

## Grant Funding

In 2010 APD, in partnership with the Edinburg Center, was awarded a grant from the Massachusetts Department of Mental Health (DMH) for a Jail Diversion Program (JDP). The goal of the program is to divert individuals with mental illness, substance use disorder, and developmental disabilities from the criminal justice system to appropriate treatment options. The program model was collaboratively developed by members of the Police 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. The Arlington Police Jail Diversion Program (JDP), clinician averaged thirty-five (i.e. co-response, outreach and follow-up) per month in 2020. In the case of non-violent or misdemeanor offenses, the goal of the program is to provide linkage to mental health and substance abuse services as alternatives to arrest. Co-response calls to service, when the clinician accompanies a police officer, have shown to have a de-escalating outcome 68% of the time (meaning instead of arrest or hospitalization).

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. Follow up and outreach work also encompasses working with families, community treatment providers, hospitals, schools, DCF/DMH, Advocates Psychiatric Emergency Services, Minuteman Senior Services, and other essential persons and agencies involved in a person's care. We have continued to create and strengthen our partnerships with mental health and public health agencies in our community as well. These partnerships engendered the Hoarding and Elder Abuse task forces, as well as the homeless outreach team, that serve at risk populations.

Arlington Human Services Network started in the spring of 2019 and continued through 2020. Various agencies/stakeholders in Arlington including the Health Department, Housing Authority, Police, Council on Aging, Food Pantry, Arlington Youth Counseling Center,

# COMMUNITY SAFETY

---

and Arlington Public Libraries came together to start a group where anyone in these organizations can refer residents to assist them with everything from housing, hoarding, and finances, to mental health and substance use. We target at-risk individuals, proactively reaching out with resources prior to crisis. This intra-agency communication is essential for the efficiency of the JDP program; as is successful engagement in treatment (for the resident) which is paramount to breaking the cycle of “revolving-door” police contact for citizens with mental health problems.

Throughout 2020 the Department continued its work operating the Arlington Opiate Overdose Outreach Initiative (AOOI). AOOI aims to reduce the stigmatization surrounding those who suffer from Substance Use Disorders (SUD), through follow up after an overdose has occurred, while offering these individuals and their loved ones support, access to resources, and community education to spread awareness and understanding. Since 2018 Arlington has worked with Metro-Boston Project Outreach (MBPO), a collaboration of the health and police departments of Arlington, Belmont, Lexington, Newton, Waltham, Watertown, and Weston for monthly “resource nights.” Every month representatives from the police and health departments, clinicians, and recovery coaches from these municipalities, and various treatment providers, come together and hold a resources event. Due to COVID-19 restrictions, we were unable to hold events in person but continued to offer assistance and resources virtually by phone, email, and social media.

In 2018 the APD was honored by becoming a Law Enforcement Mental Health Learning Site, one of ten nationwide departments supported by the United States Justice Department’s Bureau of Justice. In 2019 the APD created and hosted trainings for police and civilian staff from police departments in Oregon, Tennessee, Minnesota, and Wisconsin. Due to COVID-19 restrictions the APD JDP hosted no in-person trainings, but did assist a few out of state police departments (New Jersey and Illinois) by sharing our documents and program specifics.

The APD Homeless Outreach Team (HOT) has been in operations since 2018. This team includes a patrol officer, the JDP clinician, a health inspector, a firefighter/EMT and staff from the Somerville Homeless Coalition outreach team. In 2018 this team joined the Cambridge Multi- Disciplinary Outreach Team (MDOT). This group meets weekly in Cambridge to discuss at-risk homeless individuals and families. The group consists of staff from homeless shelters and homeless outreach groups in Cambridge and Somerville, and now Arlington. After meeting together, the individuals return to their respective communities and conduct outreach – locating homeless people and offering services. Attendance at this group has created invaluable relationships with shelter staff, resources, and agencies throughout the

area. The HOT team also coordinated a Help the Homeless clean-ups of the Mugar Woods in November 2019 and 2020.

## **Accreditation/Professional Standards**

The Police Accreditation process is an ongoing daily function of the Department. The Arlington Police Department was successfully re-accredited this year, after achieving its original accreditation status in 2014 and being re-accredited for the first time in 2017. The Department was initially certified as an accredited Law Enforcement Agency by the Massachusetts Police Accreditation Commission in 2008, at which time the Department 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 the highest possible standards of police services to the community. With a commitment to excellence, the Department will maintain its accreditation status in compliance with criteria set forth by the Commission on Accreditation for Law Enforcement Agencies, Inc.

## **Awards and Recognitions**

In March of 2020 the Department had to make a difficult decision and cancel the annual Employee Recognition Awards Ceremony due to the pandemic. However, during a separate ceremony a lifesaving ribbon was delivered to Officer Brandon Wenz for his outstanding performance and dedication to duty on September 30, 2020. On that date, officers were dispatched to Hodge Road for a large tree that fallen into a house. Upon arrival, Officer Wenz discovered that there was an elderly female trapped inside. Without hesitation, Officer Wenz went through the front door and made a forced entry, knowing that the home could collapse at any minute. Officer Wenz physically carried the elderly female of the house. Thanks to his quick action and dedication to duty, the victim survived this incident.

## **Appointments/Promotions/Retirements**

At the start of 2020 Acting Chief Juliann Flaherty was made the permanent Chief of the Department. She is the first woman appointed to this role. Chief Flaherty brings over twenty-five years of experience to the position; she served eight of those years as Captain of the department’s Support Services and Logistics Division.

Throughout the year, several promotions were also made. Sean Kiernan was promoted to Captain, Bryan Gallagher was promoted to Lieutenant, and John Kelley was promoted Sergeant.

In 2020 Captain Paul Conroy, Lieutenant Daniel Kelly, and Officer Joseph Dunn all retired after distinguished careers and service to the Town of Arlington. Each of these officers gave over 30 years of service to the Department.

# COMMUNITY SAFETY



## 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.

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. The Operations Division provides these services to fire department personnel in house, minimizing the expense to the Arlington taxpayers.

During 2020 the AFD responded to 4,510 calls

for assistance. Reported dollar loss for 2020 totaled \$3,144,932. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 4,510 calls 2,926 were for medical emergencies which was consistent with 2019 and 65% of all Fire Department responses. Medical emergencies include emergency medical responses and emergency medical assists. Rescue 1, the AFD ambulance, transported 1,621 patients to area hospitals. This is consistent with the amount of transports in 2019.

Responses Fire Call Type	2017	2018	2019	2020
Fire	91	123	118	93
Carbon Monoxide Activations	95	99	87	99
Water Hazards	72	74	50	33
Mutual Aid	70	40	24	42
Lock Out/In	53	54	46	41
Electrical Hazards/ Down Lines	294	348	313	264
Motor Vehicle Accidents	168	167	146	107
Smoke Scares	38	65	40	28
Natural Gas Emergencies	77	135	102	73
Flammable Liquid Hazards	13	19	21	19
Hazardous Conditions	20	125	74	31
Other	66	475	145	79
Emergency Medicals	3,374	2,883	2,900	2,703
Medical Assists	175	294	283	223
Alarms Sounding	667	652	697	675
<b>Total Calls for Assistance</b>	<b>5,273</b>	<b>5,553</b>	<b>5,046</b>	<b>4,510</b>

### Operations Division

#### *Inspections/Fire Investigation Unit (FIU)*

Fire prevention inspections continue 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 inspections, 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 Operations Division of the Arlington Fire Department issued 879 permits in the year 2020 totaling \$47,895. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 615 permits and 71% of all permits issued. The

# COMMUNITY SAFETY

Arlington Fire Department completed 1,161 inspections for license and life safety during the past year. We have continued our goal towards our ISO Class 2 certification. One of the biggest goals we have achieved towards this goal is to inspect every mercantile property within the town's borders.

Fire Permits and Revenue			
2017	2018	2019	2020
928	953	874	879
\$48,070	\$49,300	\$46,155	\$47,895

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 Team Coordinator Deputy Chief Ryan Melly and a staff of three.

The FIU was activated 93 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

FIU Fire Investigations Type	2020
Structures	25
Cooking	42
Motor Vehicle	4
Outside	18
Other	4

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. This year's topic was "Serve Up Fire Safety in the Kitchen." The curriculum produced by the National Fire Protection Association is to teach the key Fire Safety Behaviors in the Massachusetts Fire and Life Safety Education Curriculum Planning. Each Fall we reach out to over 6,500 students in person to teach and discuss a variety of fire safety related topics. Unfortunately, in the Fall of 2020 we were not able to go to the schools due to the pandemic. Currently our SAFE coordinators are working on plans to get materials to all of the kindergarten's in town, as well as make videos for some of the other grades with the information that we normally stress in the school visits.

The SAFE Program also continued to roll out Senior Safe targeting the elderly, this too was delayed with the pandemic but we have plans to make a strong

push to update all of the vial of life information at our elderly housing units at the beginning of 2021. The AFD started this program in 2014 in an attempt to reach a broader range of our citizens by providing fire safety education at elderly housing units, nursing homes, and the Council on Aging. The head of our SAFE program, Lt. Paone, estimates that in a normal year his team has gotten their message out to over 12,000 residents of all ages.

The Juvenile Fire Setter Intervention Program (JFIP) run by Deputy Chief James Bailey

counseled young, potential fire setters in the dangers of playing with fire. SAFE and JFIP are the only two programs that Arlington Firefighters volunteer to be trained in to protect and educate their community.



## Training

The Operations Division is responsible for managing a comprehensive training program designed to meet the needs of all members of the Department. The primary focus is to prepare firefighters for the tactics and tasks that they need to complete in order to mitigate daily hazards in town. 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.

Due to COVID-19 training had to be adjusted and altered this year. Members quickly learned to conduct training while socially distanced and with personal protective equipment (PPE) on at all times. New decontamination equipment and accessories for PPE had to be demonstrated to all members.

The Operations Division strives to offer fire service personnel complete and progressive training required to perform the job to which they are entrusted, the protection of the lives and property of the citizens of Arlington. Courses have been hosted internally with our staff as well as externally by bringing in Mass. Fire Academy professionals as instructors. Private sector representatives have also delivered training to all members of the Department. The Department EMS coordinator oversees all emergency medical service training.

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

In 2020 AFD members received training in such areas as engine pumping drills, foam operations, com-



# COMMUNITY SAFETY

munications, boat drills/ ice rescue, cancer prevention, Rapid Intervention Team tactics, and the National Registry of EMTs National Continued Competency Program.

The Department was able to obtain hands on training when its members were allowed access to several homes that were scheduled for demolition. Firefighters were able to practice apparatus placement, hose line advancement, forcible entry, roof ventilation, roof operations, and search and rescue techniques in limited visibility with simulated smoke.



Training in simulated smoke. View on right is through a thermal imager.

## Emergency Medical Services

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-six EMT's. When staffing allows Rescue 2 is placed in service as a second transporting vehicle.

EMS Staff	2017	2018	2019	2020
EMTs	77	77	75	76
First Responders	0	0	0	0

In response to a 2014 change at the Office of Emergency Medical Services (OEMS), all EMT's are now being certified as Nationally Registered EMT (NREMT). This transition by OEMS had a significant local impact as well. The Arlington Fire Dept is responsible for keeping records on all EMT training under the oversight of both Region 4 of OEMS and Medical control at Mt. Auburn Hospital. The Fire Department is now the training center for all of its EMTs. Capt. Paul Houser is assigned to the Operations Division as the full time EMS Coordinator. The EMS Coordinator's role is responsible for all medical training, recertification, ordering medical supplies and keeping all EMT's updated with the latest information from the Office of Emergency Medical Services (OEMS), Department of Public Health. Additional duties include patient follow up, quality assurance of patient care reports, auditing call volumes, compliance with HIPPA laws, communicating with medical control, record keeping on both ambulances and assisting with the routine operations of the department. Another role assigned to the EMS Coordinator is acting as a liaison with the Board of Health, Council on Aging and the po-

lice clinician to recognize and assist at risk citizens in an effort to provide a safe home environment.

Each EMT recertification requires 40 hours of continuing education every 2 years, the majority of which is taught by the EMS Coordinator. All Department EMT's have an obligation to provide pre-hospital patient care in accordance with the Massachusetts statewide treatment protocols, Department of Public Health. In 2020 the Department responded to 2,243 medical emergencies. Of those emergencies, 449 were for advanced life support and 1,172 for basic life support and were transported to the appropriate facility by the Town operated ambulance, Rescue 1. There were 520 medical emergencies where Rescue 1 was at another emergency medical call and another agency assisted with patient care and transport. 622 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

In 2020 the EMS Coordinator Capt. Paul Houser developed new protocols in response to the pandemic. A major shift in our EMS response was the "One In" policy. The policy mandated that one member, in full PPE, make initial patient contact and evaluation. This new policy dramatically decreased patient/firefighter contact protecting both the patient and firefighter from exposure. The Department partnered with PRO Ambulance from Cambridge, MA to incorporate additional EMS training utilizing their subscription based "Prodigy" education system. This platform enabled department personnel to engage training material through various mediums and deliver high quality case based, interactive learning.

Ambulance Response	2017	2018	2019	2020
Advance Life	777	684	617	449
Basic Life	1,164		1,144	1,172
Patient refused transport/ NO EMS	661	626	559	622
Transports Missed Because R1 was on Other Call/ training	567	567	512	520
<b>Total Medical Emergencies</b>	<b>3,169</b>		<b>2,832</b>	<b>2,243</b>

## 2020 Highlights

- Implemented policies and procedures to protect both the members of the AFD and the citizens of Arlington from COVID-19 including quarantining staff to a specific fire house, removed jumping houses during a shift and twice a day temperature and COVID-19 screening. Implemented the "one firefighter in" policy limiting potential exposure for both the firefighters and the patient.
- Training on new decontamination equipment



# COMMUNITY SAFETY

and PPE for response to COVID-19.

- Modified Record Management Software to become compliant for a U.S. Fire Administration COVID-19 Special Study.
- Purchased and implemented the online training program Prodigy to provide the required continuing education to the departments Firefighter/EMT in a virtual setting, allowing firefighters to continue training during COVID.
- AFD Chief attended daily COVID-19 Response team meetings since beginning of pandemic.
- Acquired \$100k+ of PPE at no cost to Town.
- Chief joined the Core Racial Equity Team.
- Department became a member of the both the Homelessness Task Force and its Impact Team.
- Department became a member of the Human Services Network.
- Performed Fire and Life safety inspections of 41 High-rise buildings. Crews physically walked through all High-rises familiarizing themselves with fire protection systems, layout, and issues particular to each building.
- Inspected over 600 residences to ensure proper smoke/carbon monoxide detector installation.
- Continued annual Fire and Life Safety inspections of over 150 commercial properties.
- Implemented online smoke detector inspection scheduling system for sale of homes which has been well-received by real estate agents and homeowners. The online system has improved the efficiency of department operations and has provided more control to our customers.
- Ordered new Ambulance to replace R1 with anticipated delivery date summer of 2021.
- Received, programmed, and placed into service new portable radios as part of the Fire and Police effort to update the communication system.
- In coordination Health and Human Services, School Department, and Recreation Depart-

ment, trained and certified over 30 public citizens, School, and Town employees in CPR, AED, Tourniquet, and Narcan training programs.



*Garage door forcible entry in progress.*

## Retirements/Promotions/Appointments

- Lieutenant Bryan French retired February 23<sup>rd</sup>. He was appointed on February 22<sup>nd</sup>, 1988.
- Firefighter Mark Cummings retired February 23<sup>rd</sup>. He was appointed on February 22<sup>nd</sup>, 1988.
- Firefighter Lawrence Marquis retired February 23<sup>rd</sup>. He was appointed on February 22<sup>nd</sup>, 1988.
- Firefighter Anthony Mignanelli retired February 9<sup>th</sup>. He was appointed on May 29<sup>th</sup>, 1994.
- Firefighter Thomas Vincent retired February 23<sup>rd</sup>. He was appointed on February 22<sup>nd</sup>, 1988.
- Firefighter Ben Potter was promoted to Lieutenant on March 8<sup>th</sup>.



*Awaiting to join the funeral procession of Army Chief Warrant Officer Marwan S. Ghabour, an active duty helicopter pilot killed during a peacekeeping mission in Egypt. Ghabour grew up in Arlington.*



*Jaws of life training at the Ed Burns Arena.*

## 2021 Goals

- Continue to provide members with the equipment and training to safely and effectively respond to our citizens during the COVID-19 pandemic.
- Continue to support and assist all Town departments with their efforts in response to

# COMMUNITY SAFETY

---

the COVID-19 pandemic.

- Continue to provide ancillary programs such as the Fire Investigation Unit, Juvenile Fire Setter Intervention Program, Community CPR Training, Vial of Life, and Student Awareness Fire Education, within the limited resources and funding available.
- Train with the Arlington Police Department, Local and State agencies and private partners to implement an ASHER, Active Shooter/Hostile Event Response, coordinated incident plan.
- Continue to identify opportunities for the improvement / streamlining of department processes.
- Increase and improve Department readiness for responding to new threats including terrorism, mass casualty, and hazardous substances through local and regional training.
- Continue to oversee Fire and Life Safety planning of the new High School.
- Receive and place into service new frontline ambulance to replace 2013 Ford Horton.
- Purchase new frontline Engine to replace 20+ year old Seagrave Engine.
- Replace Emergency Managements Air Supply vehicle and Lighting vehicle consolidating into one Air Supply/Lighting/Rehab unit.
- Replacement of the Department's AEDs and Thermal Imaging cameras.
- Ensure OSHA compliance to increase safety and minimize injuries.
- Continue to look for and promote existing collaborative efforts with other departments such as the CPR training of School and Town employees and supporting Health and Human Service's Homeless Outreach programs.
- Replace outgoing electronic records and reporting system.
- Purchase mobile tablets to allow members to enter/view inspections and other pre-fire planning from the field.

## 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.

## 2020 Accomplishments

- Planning review, inspection, and permitting for New Arlington High School.
- Completion of Parmenter School Renovations.
- Review, issuance, and inspections for Arlington Housing Corp projects at Park Ave., Lowell St., and Broadway.
- Increased review and inspection for Solarize Arlington and Mass Save initiatives.
- Permits were issued for 17 new single-family homes and 4 new two-family homes, and 15 new mixed-use residential units.
- Processed 118 public records requests, many of which were seeking multiple files.
- Continued assistance with ZBA appeals process.
- Participated in Master Plan Implementation Committee, Zoning Bylaw Law Working Group, and Residential Study Group.
- With the Tree Warden helped enforce Tree Bylaw.
- Annual inspections of restaurants and places of assembly.

## 2021 Goals

- Continued Assistance with Zoning Board of Appeals in their consideration of proposed 40B project.
- Look forward to participation in zoning recodification project, including MPIC and ZBRC.
- Work with the Planning Department, implementing any approved new zoning bylaws.
- Streamline the "Good Neighbor Agreement", one of our community's new local construction regulations.
- A continuing goal is to maintain and improve transparency of information including plans and permits for active projects.
- Informing citizens of benefits and safety hurdles both with the Mass State Building and Mass Fire Codes regarding potential bylaw changes such as accessory dwelling units.

In the Inspectional Services Department issued a total of 5,286 permits, of which 1,979 were building permits, 940 were plumbing permits, 155 were gas permits, and 1,279 were wiring permits. Total fees collected by the Inspectional Services Department were \$1,769,311 with an estimated construction value of \$110,485,733.

# CENTRAL MANAGEMENT SERVICES

## HUMAN RESOURCES DEPARTMENT

The Human Resources Department serves all of the employees of the Town that are appointed by the Select Board, Town Manager, and Town Clerk. The purpose of the Department is to administer the Town's compensation, health insurance, 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.

In early 2020 the Department provided support and coordination in bringing the National League of Cities Race Equity and Leadership (REAL) team to Arlington. The REAL team provided training to the Select Board and wide cross section of (75) employees and managers from all Town departments. REAL 101 provided an introductory overview on the history of institutional and structural racism in America. Participants learned about shared language for racial equity, examined existing racial disparities in the town and its implication for advancing racial equity.

Due to the Coronavirus pandemic, in March the Town switched to remote operations wherever possible. Over 2/3rds of the Town's workforce is comprised of frontline essential workers required to continue to physically report to work. The Director of HR advised all departments on a myriad of operational issues with a focus on keeping employees safe while maintaining a high quality Town services. For example, in the early spring HR worked with DPW and Facilities in the implementation of A & B week staff rotations. With input from the Health Department the Director drafted and distributed the Town's mask policy. The Director of the Department serves as a core member of the Town and School COVID-19 pandemic advisory group. In calendar year 2020 there were no in-work transmissions of COVID-19 among Town departments.

In early April the Department implemented the Families First Coronavirus Response Act (FFCRA). The Director of the Department serves as the primary point of contact for employees on Federal and State leave entitlements and travel restrictions during the pandemic. With an eye toward keeping employees safe and their families better supported, the Director advocated that Emergency Paid Sick Leave entitlements under the FFCRA be extended to our essential frontline employees. Successful documentation and administration of these leaves positions the Town to receive up to \$100,000 in reimbursements from the CARES (Coronavirus Aid, Relief, and Economic Security) Act.

The Department handled over one-hundred personnel transactions relating to a myriad of positions. This includes retirements, resignations, promotions, vacancy postings and advertisements, interviewing, se-

lection, and enrollment of new employees. Among the searches the Director facilitated over the course of the year were recruitments for Police Chief, Recreation Director, Deputy Town Counsel, Facilities Director, Executive Director of the Council on Aging, Diversity Equity and Inclusion Assistant, CDBG Grants Administrator as well as many other titles across Town departments. The Department uses tailored processes for each hiring, using assessment tools based around tasks specific to each position. This year the Department implemented a process whereby job applicants contact and other information is redacted in an effort to lessen unconscious bias in the hiring process.

The Director of HR and the Deputy Town Manager serve as the Town's collective bargaining team. Successor bargaining agreements are in place through Fiscal Year 2021 with five of the six Town Unions: Ranking Officers, Fire, Robbins Professional Librarians, Service Employees International, and the Association of Federal, State, County and Municipal Employees (AFSCME). In the fall of 2020 the HR Director worked closely with the Deputy Town Manager and Police Chief in extensive preparations for state administered labor arbitration with the Patrol Officers' Association

The HR department believes strongly that the successful delivery of Town services relies on a rigorous Human Resources program. In 2020 the Department worked closely with Department Heads to successfully facilitate a number of labor relations issues, disciplinary matters, and workplace investigations.

### 2021 Objectives

The Department will continue to support departments and employees through the navigation of the COVID-19 pandemic and long-term impacts; maintain high quality services, work through accommodation issues, and keep employees safe.

The Department of Human Resources will continue to assist departments in the recruitment and retention of high caliber employees committed to excellent public service. We will continue to partner with the Director of Diversity, Equity, and Inclusion (DEI) in supporting training and education for staff. Additionally, the Department will work with the Director of DEI in strategizing ways in which to recruit a diversified staff. The National League of Cities REAL Team will be conducting REAL 102 for Town employees in early 2021. This training will be held virtually due to the pandemic. The Town plans to conduct two additional trainings with REAL before the end of calendar 2021.

We look forward to enhancing our use of technology as it relates to the streamlining of Human Resource Functions. The Department secured capital funds to acquire an online applicant tracking system that will eliminate duplicative work among the Human Resources and Payroll Departments. Implementation of this



# CENTRAL MANAGEMENT SERVICES

product is scheduled for the spring of 2021.

The Director of HR in partnership with the Deputy Town Manager for Finance will initiate successor bargaining with the Town's six collective bargaining units. Following up on studies conducted for FY14 and FY17 the Director is working with a consultant on the production of the third benchmark salary and benefits study.

The Department will continue to strive to provide quality service and support to all employees and retirees who may have questions about their insurance plans. The Department continues to strengthen its auditing practices in partnership with the Comptroller. 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 (EOAC), a volunteer committee appointed by the Town Manager, is committed to the Equal Opportunity program to prevent discriminatory employment practices. The Director of Human Resources serves as an ex-officio member of the EOAC. 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 EOAC meets monthly, on the 2nd Wednesday, virtually via Zoom; it is our hope that meetings in the Town Hall Annex will resume some time in 2021. The Committee meetings are open to the public and public attendance is encouraged.

Throughout 2020 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 race, gender, and ethnic backgrounds are given equal opportunity to apply for and receive positions of employment here in Arlington.

Due to the COVID-19 pandemic it was a very challenging year to interview candidates in person. Interview processes shifted to be conducted virtually and

this made it challenging to collect data on applicants. The Committee is dedicated to increasing the number of minority and female applicants for positions of employment. In 2020, 14% of those interviewed for open permanent positions were minority applicants, a 4% decrease from 2019. Of the 28 appointments the Town made to permanent positions posted in 2020, five minority candidates or about 18% were appointed. Also in early 2020 the Town's Equal Opportunity Officer Caryn Malloy implemented a protocol removing the name and address and other identifying information of job applicants prior to screening applicants for interview. This was recommended by area municipal Diversity Equity and Inclusion professionals and serves as one way to lessen the impact of bias. The Committee continues the ongoing process of strategizing new and inventive ways to attract a qualified and diverse applicant pool. The Committee looks forward to continuing to support coordinated efforts with of the Director of Diversity Equity and Inclusion to diversify the Town's workforce and make Arlington a welcoming and supportive place to work.

The Committee monitors all Town-funded construction projects exceeding a \$200,000 budget. In 2020 the main focus was on the multi-year rebuild of Arlington High School. In compliance with Town female and minority participation goals on such projects, the Committee successfully advocated for the general contractor to provide the Town with detailed Labor Utilization Tables which give a more accurate reflection of the participation rates rather than aggregate reports on female and minority participation. The Committee continues to monitor this project at its monthly meetings.

In order to help promote equal opportunity and diversity on construction projects in Arlington, the Committee utilizes a detailed Contractor Certification requiring Contractors to disclose specific efforts being made to diversify their workforce. In 2020 the Committee continues to employ an educational approach resulting in positive conversations sensitizing contractors to the importance of continuing their efforts to diversify their workforce.

Through membership in the School Superintendent's Diversity Task Force (SDTG), member Barbara Boltz regularly reports to the Committee on hiring and diversity efforts in the Arlington Public Schools. The pandemic made meetings of the SDTG far less frequent but in late 2020 plans to meet more frequently resumed.

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](mailto:cmalloy@town.arlington.ma.us).



# CENTRAL MANAGEMENT SERVICES

## FACILITIES DEPARTMENT

The Facilities Department provides the Town and School District with quality custodial services, repair and maintenance services, and the implementation of building upgrades and capital improvement projects to its public buildings and facilities. The Department also focuses on a long-term preventive maintenance schedule for all buildings in order to support the life cycle of the Town and School assets and to increase the operating efficiency of the buildings. The Department is responsible for the maintenance of thirty-six public buildings listed in the table below.



Facilities staff sanitizing a restroom. One of many new COVID-19 safety protocols initiated in 2020.

Public Buildings maintained by the Facilities Dept.	
<b>Arlington Schools</b> Arlington High School Ottoson Middle Peirce Elementary Dallin Elementary Brackett Elementary Bishop Elementary Hardy Elementary Thompson Elementary Stratton Elementary Gibbs Middle Parmenter School	<b>Public Works</b> Administration Hall Director/Engineering/ Inspectional Services Snow Fighting Garage Maintenance Garage Salt Sheds (2) Cemetery Chapel Cemetery Garage
<b>Non-Public Schools</b> Dallin Library Building	<b>Central Services</b> Town Hall and Annex
<b>Public Safety</b> Police Headquarters Central Fire Station Park Circle Fire Station Highland Fire Station	<b>Miscellaneous</b> Robbins House Robbins Cottage Robbins Carriage House Jarvis House (Legal Dept.) Jefferson Cutter House 27 Maple Street (Senior Center) 23 Maple Street (House) Mount Gilboa Peirce Field (Concession)
<b>Libraries</b> Robbins Library Fox Library	36 Buildings

- Hired and trained 2 new craftsman, 4 new custodians, and multiple 3<sup>rd</sup> party cleaning vendors.

### Major Projects

- Completed Parmenter School construction project, and moved Menotomy Preschool out of AHS.
- Completed early enabling phases of AHS building project, including moving main entrance and guidance offices.
- Began renovation of Central School building as part of Arlington Community Center project, including moving the Health and Human Services office suite.
- Provided design support for the Public Works Yard project (renovations).

### Capital Projects and Building Upgrades

- Installed energy saving LED lighting at Hardy and Peirce Schools.
- Installed new chiller system at Robbins Library.
- Increased deployment of bottle fillers in public buildings.
- Completed interior painting at the Fox Library.
- Repaired doors and installed new automatic door operators at Town Hall entrance.
- Completed interior painting and flooring at Town Hall entrance vestibule and lobby.
- New walkway, driveway and drainage structure at Dallin Library building.
- Installed new boiler system at Jefferson Cutter House.
- Installed new automatic door operators on entry doors at Police Headquarters.
- Installed new public address system at Ottoson Middle School.
- Installed new camera system at Thompson

## Performance Measurements

### Organizational

- Implemented COVID response-protocols across the portfolio of public buildings. Measures included erection of contact barriers, increased signage and building markings, overhauling of HVAC systems to ensure functionality and improve ventilation, upgrading filters for enhanced filtration, installing portable air cleaners, and re-inventing custodial care with a focus on disinfection. Provided substantial support and logistics on voting days.

# CENTRAL MANAGEMENT SERVICES



Sub-slab snow melt system being installed at Town Hall Plaza

## School.

- Installed new heat pump systems in Town Hall Annex.
- Completed repairs to exterior walkways and stairs at multiple school buildings.
- Completed sizable VCT flooring repairs at multiple school buildings, and installed new carpets in various high traffic areas.
- Completed substantial repairs to leaking heating piping at Brackett School.
- Began next phase of envelope repairs at Robbins Library.
- Began renovation of Town Hall Plaza on an accelerated timeline.



## Preventative Maintenance and Repairs

- Completed annual life safety inspections.
- Received compliance certificates for elevators, boilers, and fire suppression systems.
- Performed scheduled HVAC maintenance as well as emergency repairs.
- Performed in-house carpet cleaning and floor refinishing at various facilities.
- Executed and managed multiple preventive maintenance contracts with 3<sup>rd</sup> parties, including elevators, fire alarms, fire suppression systems, fire extinguishers, water treatment, security systems, emergency generators, and oil and gas burners.
- Managed snow removal at school and Town properties.
- Bid and managed service contracts for electrical, plumbing, HVAC and pest control.

## Recognitions

We would like to offer our appreciation to the custodial and maintenance teams for their continued service and dedication to providing the Town and School District with safe, clean, and well-maintained facilities.

## INFORMATION TECHNOLOGY

The integrated Town and School Information Technology Department was created by the 2007 Town Meeting. The changes in the Town bylaw provided that the functions of the Department fell into three broad categories:

1. Town and School desktop and server hardware, networking, telecommunications, and software infrastructure support;
2. Town and School administrative applications, implementation, training, and support; and
3. School Academic applications implementation, training, and support.

The Information Technology (IT) Department is responsible for evaluating, supporting, implementing, and upgrading all Town and School hardware and software applications. Also under the purview of the IT Department is the Town and School network infrastructure, including ACMi video network and the management of over 125 network switches, 25 VOIP Telephone switches, 750 Phones, and 600 wireless access points across 25 Town and School buildings.

IT also manages Administrative and Academic applications and systems, which include MUNIS financial software system, GIS Systems, PowerSchool (student information system), Teacher and student evaluation

# CENTRAL MANAGEMENT SERVICES

systems, Special Education system, Electronic Security and Video systems, Energy Management systems, ESRI, PeopleGIS, Open Checkbook, Integrated Collection System, Automated Meter Reading System, Police and Fire Applications (FireHouse, QED, Digital Headquarters, and COPLINK), and numerous Town and School websites.

## Initiative Overview

In 2020 the COVID-19 pandemic has created an increase in Department and user need for tools to allow the delivering of remote services to accomplish work normally done in the office and classroom. Teaching and learning models have fluctuated to meet the ever changing COVID-19 phases. IT has provided 4,500 students and 650 teaching staff with tablets and laptops to support the Remote Learning, Hybrid, and In-School Learning models.

The Department continued to upgrade the Town and School information technology infrastructures, and improved the systems performance and security, while accommodating various departmental requests. IT supports the Town and School's files, applications, websites, database servers, data, voice, and security networks, and hosted services environments. IT is also responsible for testing and evaluating new hardware and software while consolidating and implementing systems as needed. The Department was also called on to bring the aging Brackett and Peirce Classroom Technologies up to the District Standard.

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 reconfigure Town network switches with the capability to support wireless connectivity, VOIP (Telephone project) was completed and taking advantage of gigabit speeds to provide better performance and greater security. Wireless Network capability is installed in

all of our Town and School buildings. We continue to gain valuable insights into our systems performance and user behaviors through analysis of our Help Desk ticketing system data.

Help Desk Tickets increased during the past year as the IT Department began supporting remote students and parents. This activity along with multiple distributions of tablets increased the number of Help Desk Tickets by 2,600 over last year.

**Hardware** category includes all work on user machines, phones, printers, scanners, projectors, cameras, security systems, and does not include servers or networks.

**Software** category includes website, operating systems, and applications software for business and academic use.

**New user** category includes new computer and account setup for staff and students.

**Change management** is alterations to existing systems (backups, patches, updates/upgrades)

**Servers/networks** category includes all backend work including server and network switch hardware and also includes software related events.

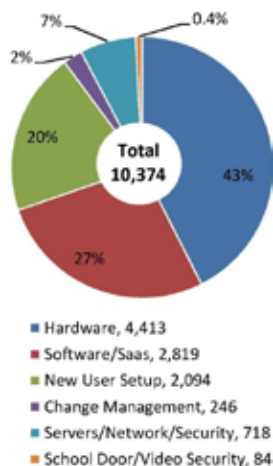
**Building Security/Video Security** category includes Card Access systems and Video Surveillance systems.

## FY2020 Accomplishments

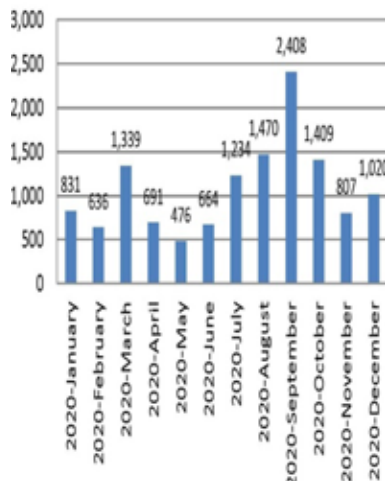
COVID-19 impacted the delivery of all Town and School services to the public and the related state-mandated school closure forced the district to implement remote learning in March 2020. The Department successfully distributed 4,000 devices to students. The IT Department implemented a cloud-based firewall/content filtering solution to mitigate risks of students' online, remote learning environment.

- Proactively and automatically provision and maintain every device.
- Remotely deploy software, adjust device

Help Desk Tickets by Category



Help Desk Tickets by Month



Tickets by Month

Month	Tickets	Percentage
2020-January	831	6%
2020-February	636	5%
2020-March	1,339	10%
2020-April	691	5%
2020-May	476	4%
2020-June	664	5%
2020-July	1,234	10%
2020-August	1,470	11%
2020-September	2,408	19%
2020-October	1,409	11%
2020-November	807	6%
2020-December	1,020	8%
<b>TOTAL</b>	<b>12,985</b>	



# CENTRAL MANAGEMENT SERVICES

---

- settings and configurations.
- Offered remote support tools that enables IT staff to seamlessly connect to an end user device.
- Provided support in a proactive manner by automatically detect while repairing, and installing missing or corrupted applications or updates
- Provided remote troubleshooting, technical assistance, and deployment of software in an all zero-touch environment
- Purchased, provisioned, and made appointments to distribute 600 teacher MacBook Airs

*Teaching and Learning Models* changed in March when students and staff were required to work from home. All teachers needed to have devices that would perform remotely at a high rate of efficiency and power.

*Support of multiple devices from home required the purchase of 600 port replicators* - Home teaching required the use of multiple monitors and other devices normally available in the Classroom. We needed the ability to connect these devices from a home office/classroom.

*Teaching models shift during pandemic causing classrooms to be outfitted with new AV equipment* - The Brackett and Peirce Elementary School Classrooms and Multipurpose Rooms had Ceiling mounted Projectors and Light-Speed Sound Systems installed to bring their projection and sound systems on par with other Elementary Schools across the District.

*Purchased, provisioned, and distributed 1,000 iPads for students in grades Pre K-3* - Our iPad inventory had not been refreshed totally over the last 4 years. We were also outfitting the Menotomy Pre-school with devices in case they all went remote. We distributed 975 iPads to be used in class and at home. The safety purpose was to eliminate the shared cart model in the classrooms.

*Purchased, provisioned, and distributed 1,200 Chromebooks to support remote learning* - We replaced and upgraded a number of aging Chromebooks whose CPU's and memory would not support the variety of remote learning tools that were needed to deliver classes and content to remote and hybrid teaching models

*Migration of Inspectional Services application, database, and webpage* - Conducted an incremental and continual data transfer from 16+ year old Inspection Services database system to newer database on a new server. Work continues to migrate the web application working on the new server to better enable citizens, contractors, and staff seamless access to permitting data.

*Town computer operating system upgrades.* IT staff upgraded all Town computers (300+) from Win-

dows 7 to Windows 10, which provides improved tool and security. IT educated and empowered users to assist with the upgrade, which will allow people to move to Office 365.

*Ottoson School Chromebook audit and replacement* - Conducted an audit and created an inventory of all Chromebooks in Ottoson School. The results justified the replacement of a majority of devices older than 3 years with refurbished devices returned from the elementary schools after their upgrade over the summer. In total, we replaced 11 carts of Chromebooks, totaling over 600 devices having their condition verified, as well as being physically moved.

*Migration of automated water meter reading system* - In collaboration with DPW, IT continued with the migration of automated meter reading (AMR) migrating from the Itron AMR system to a Sensus AMR system. This work involves extracting data out of Arlington's ICS, reconfiguring that data, and adding new data to match the AMR System.

*MUNIS Utility Billing* - Water and sewer is the remaining billing system using the Town's custom built ICS system and is slated for conversion to MUNIS in 2021. IT is leading the team, which includes Public Works, Treasurer, Comptroller, and consultants. The Team is focusing on building the foundation for the new system, including table set up and file layouts for communication between databases.

*VOIP migration completed* - Completed migration of every Town and School Buildings to the new VOIP telephone system.

*Town computer operating system upgrades to support Office 365 roll out.* IT is in the process of updating and upgrading the Domain controller server and the backup Domain controller in preparation for the upcoming Microsoft Office 365 town-wide implementation.

*Development to support to migration to Sensus water meter platform.* - IT developed tools to extract ICS data for use in Sensus Analytics, and to read raw Sensus Analytics data and import into ICS's quarterly meter read snapshot.

*Town building construction support* - IT is providing support and technical consultation to project teams and other consultants for construction projects at Parmenter School, Arlington High School, Senior Center, and DPW.

*Cost saving transition solar panel displays* - IT upgraded and replaced AHS, Thompson, Dallin, Peirce, and Stratton schools' solar panel display computers from Windows 7 devices to Chromebit devices with Chrome Operating System. This results in several cost savings and security improvements that will benefit the Schools and Facilities Department.

*Development and launch of smoke and carbon dioxide scheduling tool* - By request, IT built a smoke and CO2 inspection scheduler and an internal manage-



# CENTRAL MANAGEMENT SERVICES

---

ment system for the Fire Department. This tool replaces the previous phone call and paper system, empowers customers and provides transparency, provides 24/7 access to scheduling, and automates staff workflows to this activity than ever before.

*Public Records requests* - There has been a sharp increase public records requests on both the Town and School Departments. More resources have been dedicated to this activity.

*Inspectional Services' system upgrades* - The Department's document scanning application was tested and enhancements were made to improve reliability and efficiency. IT staff also completed a rebuild of inspections application to improve the web display to be more compatible with various web browsers.

*PowerSchool SIS and GIS interface* - IT has re-designed and improved the system to be able to map the assignment of students in buffer zones.

*Installed and provisioned IT infrastructure and student devices for the Parmenter School* - Provisioned and Installed all IT and RCN Fiber Services to support Classrooms and Administrative areas under budget and on-time for the opening of School at the Menotomy Pre-school.

*Expanded the capability of Town's virtual private network to support Remote Work Program* - The Town and Schools implemented a Remote Work program at the start of the pandemic to continue delivering uninterrupted services to Arlington.

*Purchased and provisioned laptops and tablets to support Town employees working remotely* - We configured and re-provisioned 100 laptops and tablets for Town employees who were now required to work remotely.

*Managed early Zoom video conferences and wrote best practices document for Zoom users.* - The increased use of video conferencing tools drove the need for the early centralized management of video conferencing tools such as, Zoom, Google Meets, and WebEx drove the need for user training and best practices documentation to be written and distributed to new users of the Tools.

Created and managed technical support teams to assist with the production of the first Virtual Special Town Meeting.

## FY2022 Objectives

- Install IT Infrastructure as part of Central School Renovation.
- Install IT Infrastructure as part of the DPW new construction and renovation project (ongoing multi-year).
- Replace existing Email system with Hosted version of Office 365.
- Relocate IT Data Center and staff relocation

to the renovated DPW facility.

- Participate in IT Infrastructure design of new High School and DPW Buildings
- Implement MUNIS utility billing over a two-year period.

## 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 Select Board, 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.

As with any corporation, The Town of Arlington has constant involvement in the development of policies, as well as 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.

# CENTRAL MANAGEMENT SERVICES

Legal Department Performance / Workload Indicators				
Legal/Line-of-Duty	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Estimated
MGL Chapter 84 Claims				
Personal injury/property damage as a result of a claimed defect in a public way				
Total	31	23	32	31
Claims closed	9	20	5	10
New claims	9	13	14	11
MGL Chapter 258 Claims- Massachusetts Tort Claims Act				
Total	43	41	32	
Claims Closed	18	17	21	11
New claims	16	18	12	14
Fire - Injured on Duty Claims	12	20	23	10
Police - Injured on Duty Claims	9	13	4	22

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, Superior, and Appellate Courts of the Commonwealth as well as administrative legal bodies for hearings on motions, including many significant dispositive motions, as well as many successful hearings and trials.

The Department is pleased to note that Workers' Compensation & Line of Duty management have been merged with other litigation and legal advising services within the newly re-organized Deputy Town Counsel position.

### Future Objectives

- Defend and pursue the Town's interests in active and potential litigation matters,

including following the directives of Town Boards and Commissions to assert the Town's rights and policies regarding land use and development.

- Work with Town departments on efforts to recover and protect Town financial resources from contracted entities and other parties.
- Develop and promulgate requested legal and policy positions in a variety of substantive areas, including assisting various stakeholders in evaluating future policies, especially for land use, zoning, and emerging issues which continue to be at the forefront of Arlington's concerns.
- Provide additional training opportunities for Town committees, commissions and group training opportunities for committee chairs.
- Enhance library of online resources for Town Departments and volunteers, including information on localized Arlington Town governance issues and frequently asked questions.



# HEALTH & HUMAN SERVICES

HEALTH  
& HUMAN  
SERVICES



The Arlington Department of Health and Human Services (HHS) consists of the following divisions:

- Health Department
- Council on Aging
- Veterans Services
- Youth Health and Safety Coalition
- Youth Counseling Center
- Diversity, Equity and Inclusion

The Department also coordinates the activities of the following boards and commissions:

- Board of Health
- Council on Aging
- Veterans Council
- Board of Youth Services
- Disability Commission
- Human Rights Commission
- Rainbow Commission

The mission of the Department of Health and Human Services is to protect the health of the public and assist residents with accessing services to meet basic human needs. In order to accomplish this, the Department relies on many different sources of funding including Town, state and federal funds, grants, foundation funding and donations. Additionally, hundreds of volunteers assist.

In 2019 the Department of Health and Human Services continued to promote racial equity work within the divisions of the Department. A Diversity, Equity and Inclusion Coordinator was hired to coordinate the work of the Human Rights Commission, Disability Commission and Rainbow Commission as well as coordinate the work of the Town related to racial equity.

## BOARD OF HEALTH

The mission of the Arlington Board of Health is to protect the public health of the Town of Arlington through enforcement of health codes and regulations while promoting a healthy community. The Board of Health is a statutory board comprised of three community members at large, one of which must be a physician, appointed by the Town Manager for a three year terms. The Board holds public meetings and conducts public hearings as necessary for health code violations. Additionally, the Board adopts regulations that provide protections beyond the minimum standards outlined in Massachusetts General Laws (M.G.L.) and State Sani-

tary Code (codified in the Code of Massachusetts Regulations, C.M.R) and sets town-wide policy related to important health issues. In 2021, the Board met ten times to conduct hearings and discuss the following topics:

- COVID-19 Pandemic
- Flu vaccination clinics
- Amendments to the Regulations Restricting the Sale of Tobacco and Nicotine Delivery Products
- Adult-use Recreational Marijuana regulations
- Keeping-of-hens permit applications
- Housing code violations
- Food code violations
- Food code variance requests



**Public Health**  
Prevent. Promote. Protect.

## HEALTH DEPARTMENT

The Health Department is located at 27 Maple Street in the Arlington Senior Center. The Department handles the day-to-day procedural operations and administrative duties associated with the Board of Health. The Department is required by State statutes and regulations to perform many 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 and public health nursing staff within the Health Department. The Department is comprised of a Public Health Director, two Health Compliance Officers, one Office Manager (which is shared with Human Services), a part-time Public Health Nurse, and a part-time Sealer of Weights and Measures.

Calendar year 2020 is hard to put into words, as it was unlike any other year in the field of Public Health. In January the Department began monitoring the global spread of COVID-19 in China. In February the Public Health Nurse started monitoring quarantined residents returning from Wuhan China for symptoms of COVID-19, and shortly thereafter in March Arlington had its first positive case of COVID-19, and Governor Baker declared a State of Emergency in response to the virus. As a result, the Health Department took charge of responding to the COVID-19 pandemic in Arlington. The Department worked closely with Town administration, meeting daily, to provide briefings on COVID-19 activity in Town and evaluate public health and safety proto-

# HEALTH & HUMAN SERVICES

cols in the community. The entire Department shifted its focus from routine work to full-time contact tracing, disease investigation, and enforcement and education as it related to COVID-19. Such duties included the issuance of orders to isolate and/or quarantine, enforcement of COVID-19 safety standards, guidelines, and orders issued by the State, and education to public and private businesses, schools, as well as other entities and organizations on reopening guidance and developing COVID-19 safety plans/protocols. In response to the increased demand on the Department, with COVID-19; two additional Health Compliance Officers were hired over the summer bringing the number of Health Compliance Officers up to four. Due to the pandemic, the number of permits issued and inspections completed by the Department will be significantly less than previous years. Additionally, the total number of communicable disease investigations is significantly higher as a result of COVID-19 cases and other communicable disease were under reported and/or investigated across the State.

### Environmental Health Permitting and Inspections

Staff annually permits and regularly inspects restaurants, tobacco retailers, tanning establishments, body art establishments, public and semi-public swimming pools, chicken coops, camps, one medical and recreational marijuana establishment, one BioTech facility, 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, pest activity, as well as noise and odor concerns. In 2020 the environmental health division was comprised of two full-time inspectors, until two additional inspectors were hired to assist with general environmental health issues and COVID-19 contact tracing. The Department also contracts with two food safety consultants to conduct a portion of mandated food establishment inspections. Highlights from 2020 include:

- Staff has responded to over 1,000 Covid-19 calls since the pandemic began.
- Staff investigated thirteen food complaints
- Seven new food establishments opened or changed ownership and fifteen establishments closed.
- Staff conducted 14 housing inspections and collaborated with the Attorney General's Abandoned Housing Initiative Program on five properties.

Permits Issued	2017	2018	2019	2020
Food	349	324	368	198
Tobacco	19	19	19	19
Waste Hauler	19	20	21	16
Funeral Director	7	7	7	7
Tanning Establishment	1	1	1	1
Public Pool	8	8	8	4
Public Beach	3	3	3	2
Ice Rink	1	1	1	0
Keeping of Hens	12	13	14	17
Camps	6	6	6	4
Body Art Establishment	1	1	1	1
Body Art Practitioner	2	2	2	2
<b>Total</b>	<b>428</b>	<b>405</b>	<b>448</b>	<b>271</b>

Inspection Type	2017	2018	2019	2020
Food Establishment & Temporary Food Event*	459	503	484	254
Tobacco Compliance Check	38	12	20	0
Housing	160	172	138	14
Demolition Inspection	26	21	16	7
Nuisance Inspection	417	405	408	124
Keeping of Hens	11	3	10	4
Bodywork Establishment	0	3	0	1
<b>Total</b>	<b>1,105</b>	<b>1,119</b>	<b>1,076</b>	<b>404</b>

\*Temporary food event inspections include: Farmer's Market, Feast of the East, Town Day, and other various public health events throughout the year.

Type of Food Permits Issued	2017	2018	2019	2020
Food Establishment Permits	193	191	193	175
Mobile Food Permits	3	1	3	0
Residential Kitchen Permits	11	12	11	9
Farmers Market Permits	13	9	12	7
Temporary Event Food Permit	126	132	149	7
<b>Total</b>	<b>346</b>	<b>345</b>	<b>366</b>	<b>198</b>



# HEALTH & HUMAN SERVICES

## Public Health Nursing

The primary responsibility of the Public Health Nurse is to prevent the spread of disease in our community. The roles and responsibilities of this position include health promotion and education, communicable disease surveillance and investigation, and emergency preparedness planning.

## Health Promotion

Each year the Health Department plans and holds flu vaccination clinics for our residents. However, in 2020, the State of Massachusetts mandated that all school age children be vaccinated for influenza. As a result, the Department partnered with the Arlington Public Schools and focused its efforts on holding flu vaccination clinics for school age children. Clinic locations included the Thompson, Stratton, Ottoson and Bishop Schools, public housing buildings, other Town departments, and the Arlington Senior Center. This year we relied on over twenty Medical Reserve Corps (MRC) volunteers to help run our clinics. While the majority of school age children were vaccinated at Doctor's office and pharmacies, the Department was able to vaccinate almost 600 residents. This is a much smaller number than previous years when we conduct vaccination clinics for the general public. In 2020, COVID-19 precautions and regulations impacted typical flu clinic operations. In addition to immunizations, our Public Health Nurse lead the charge on COVID-19 disease investigation, contact tracing, and vaccination planning efforts.

Vaccination Clinics	2017	2018	2019	2020
Vaccinated Residents	1,478	2,064	1,564	594



Scenes from vaccination clinics.

## Communicable Disease Surveillance

Below is a list of communicable diseases that have been investigated and monitored by the public health nurse over the years.

Communicable Disease	2018	2019	2020
Babesiosis	--	3	--
Calicivirus/norovirus	--	3	1
Campylobacter Enteritis	10	9	4
Cryptosporidiosis	2	2	--
Cyclosporiasis	--	4	--
COVID-19	--	--	1,051
Dengue Fever	--	1	--
Giardia	5	4	--
Group A strep	2	2	--
Group B Strep	1	2	3
Haemophilus influenza	--	1	--
Hepatitis A	1	2	--
Hepatitis B	18	9	--
Hepatitis C	12	10	5
Hepatitis D	--	1	--
Hepatitis E	--	--	--
Human Granulocytic Anaplasmosis	2	2	--
Influenza	170	130	127
Invasive Bacterial Infection	1	--	--
Legionellosis	2	1	1
Lyme Disease	52	45	--
Malaria	1	1	--
Mumps	--	--	1
Pertussis	1	--	1
Q fever	--	--	--
Salmonella	7	2	--
Shigatoxin	1	1	--
Shigellosis	1	1	--
Strep pneumonia -invasive	3	3	--
Tickborne	--	4	--
Tuberculosis <i>contact, and suspected cases in addition to probable and confirmed cases</i>	42	64	--
Varicella	4	3	--
Vibrio	--	--	--
West Nile Virus	--	--	--
Yersiniosis	--	1	1
Zika	--	--	--
<b>Total</b>	<b>338</b>	<b>311</b>	<b>1,196</b>

-- Denotes disease not tracked/present in those years

# HEALTH & HUMAN SERVICES

## Emergency Preparedness

In 2018 the Arlington Health Department became the host agency for the 4B Medical Reserve Corps (MRC), now known as the Metro East MRC. The Metro East MRC is one of the four federally recognized MRC's in the region and consists of 18 communities, including Arlington. The MRC is comprised of local health professionals and non-medical laypersons that contribute their skills and expertise during times of public health emergency and non-emergency community events. They assist existing community emergency medical response systems, as well as provide a group of readily trained and available resources to help a community deal with pressing public health needs and improvements.

In 2020 the Metro East MRC welcomed an additional 310 new volunteers to the unit. This is largely in response to the pandemic. Although the MRC was unable to hold in person trainings, they managed to provide a multitude of virtual training opportunities such as Emerging and Infections Disease and Workplace Safety, Overdose Prevention, Narcan & Hands only CPR, Pet First Aid, Emergency Dispensing Sites 101, Preparedness for Seniors, Family Preparedness, and COVID-19 Facts and Myths. Additionally, Metro East MRC volunteers were called upon to assist in the COVID-19 response through backfilling positions at long term care facilities, providing assistance at COVID-19 testing sites, staffing state and local call centers, providing translation services, delivering food and medications to residents in need, and assisting at various flu clinics. In 2020 the Metro East MRC volunteers provided over 6,000 hours of volunteer service which translates to an economic impact value of \$189,617.65.

## Weights and Measures

To ensure compliance with the Consumer and Merchant Protection Act, the Sealer of Weights and Measures conducts inspections of scales, scanners, and dispensing equipment. This includes retail stores, gas stations, oil trucks, taxi cabs, 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.

As a result of the pandemic and employee injury the Department was only able to conduct 2 vehicle tank meter (heating oil truck) inspections.

## COUNCIL ON AGING

The Council on Aging, a division of the Department of Health and Human Services, is a community based social services organization that supports residents age 60 and over in Arlington. 2020 was a year that the COA adapted and grew in order to support older adults in Arlington through the COVID-19 pandemic.

The year began under the direction of a new Executive Director, Kristine Shah, who was previously the COA Supervisor of Volunteers and Transportation. Plans were well underway for the highly anticipated \$8M renovation of the Senior Center at 27 Maple Street, which will transform the building in to the Arlington Community Center. A capital campaign continued through 2020 to raise additional funds to furnish the center and make it a more accessible and modern space.

By January 2019, the COA had created an extensive plan to continue all programs and activities off site, due to the impending construction at 27 Maple Street. This plan was implemented seamlessly and until the pandemic impacted us in March, older adults were adapting well to the temporary, off-site locations for all COA programs, activities and services. On March 16, the COA shifted extensively and began offering all programs and services virtually, remotely or in a socially distant manor, in an effort to keep our older adults safe. COA activities expanded exponentially since March and grew to include emergency efforts such as distributing over 4,000 donated masks to Arlington residents, assisting as the hotline for the Arlington EATS grocery delivery program, launching our Telephone Call Reassurance Program to keep track of our most isolated residents and founding our Technology Loan Library, providing seniors with devices and internet access so they can connect with the new virtual world that we all live in.



Among this shift, construction began at 27 Maple Street in the spring and is making significant progress. COA offices have temporarily relocated to the 2<sup>nd</sup> floor of the building until construction is complete.

# HEALTH & HUMAN SERVICES



An age-friendly space connecting seniors with their neighbors

## 2020 Highlights

Established a weekly Telephone Call Reassurance Program to connect qualified volunteers with our most vulnerable and isolated residents through a weekly check in call.

Received new \$15,000 CDBG Grant to establish a Technology Loan Library, allowing us to distribute 60+ Chromebooks, hot spots and other devices to older adults in Arlington.

Served as the Arlington EATS grocery delivery hotline, assisting in over 9,000 food deliveries in Arlington through the program.

Conducted over 140 instructor-led virtual exercise, yoga, stretching and other fitness classes on Zoom, free of charge to older adults in Arlington.



Conducted over 60 additional virtual programs including weekly art therapy classes, summer concerts, weekly LGBTQ & Friends support groups, Scam Awareness Events, UCLA Memory Training, Intergenerational book club, Shakespeare discussion groups, low-vision support group, movie nights and COVID related informational sessions.

Partnered in a new way with ACMi, to provide content of fitness classes and educational programming for Arlington Residents who do not have internet access, but do have access to cable television.

The robust COA Transportation program continued throughout the pandemic under new guidelines and completed over 4,700 rides. There was no charge for transportation services from April – June.

Distributed \$14,500 through the Elderly and Disabled Tax Relief Fund, \$25,500 through the Senior Property Tax Work off program and \$3,000 through the Harry Barber program.

Connected over 100 residents with volunteer SHINE Councilors for Medicare enrollment assistance

and over 50 residents with our volunteer attorney for legal assistance.

Continued as a SNAP outreach provider, assisting 67 residents with enrollment.

Continued providing assistance to residents applying for LYHEAP Fuel Assistance with both new applications and renewals, in a socially distanced manner.

Served 50 residents monthly through the Greater Boston Food Bank CSFP program, moving to a delivery only model due to the pandemic.

Received funding from Lahey Hospital and Medical Center to provide 60 residents with local and organic produce weekly for 20 weeks in the summer months.

Over 1,000 one on-one direct social work services were provided by COA Social Workers via home visits, office appointments or phone consultation.

Our COA Nurse completed over 120 at home flu shots in 2019 which allowed these residents to stay in their homes and not risk exposure to COVID. We also partnered with Walgreens pharmacy to provide an outdoor flu clinic as a safer alternative for older adults in Arlington who were limiting indoor exposure.

COA Volunteers assisted with over 500 requests for groceries and pharmacy related errands for high risk individuals.

65 volunteers delivered 140 turkey dinners to isolated older adults on Thanksgiving Day.

75 holiday gift bags were distributed by volunteers to homebound older adults through our 3<sup>rd</sup> annual Warm Wishes program.

The Arlington for All Ages 5K Race took place virtually in September, raising over \$3,000 toward the Capital Campaign.

Conducted 3 socially distanced, outdoor podiatry clinics in order to meet the need for this service despite the pandemic.

Held various “grab and go” drive through events including ice cream socials, pumpkin patch pick up and holiday gift bag distribution in the Maple Street driveway, allowing us to see our older residents in person, at a distance, and bring a smile to their day.





# HEALTH & HUMAN SERVICES

## VETERANS' SERVICES

Veterans' Services is a Division of Health and Human Services. The Director of Veterans' Services works with Veterans living in Arlington to assist with accessing basic needs. Through Massachusetts General Law, Chapter 115, direct financial assistance is provided to veterans who qualify. Additionally, the Director assists veterans with accessing federal VA benefits.

### 2020 Veteran Services' Highlights

- The Director serves as the Chairman of the Veterans Council along with six other members. The Council focuses on addressing current issues related to veteran memorials, the review and development of policies pertaining to Arlington veterans, and new projects to promote Arlington and veterans. Prior to the COVID-19 outbreak, the Director and members of the council conducted public meetings regarding the development of a new Veteran Memorial Park. These meetings will continue once current restrictions are removed.
- Due to the COVID-19 restrictions, the annual Memorial Day ceremony was broadcast live by ACMi without public participation. The ceremony focused on the meaning and history of Gold Star families along with recognizing the 75th anniversary of World War II. The Veterans Day ceremony was broadcast by ACMi, highlighting various locations in Arlington.
- The Director coordinated efforts to collect and distribute personal protective equipment and supplies needed by our first responders to protect them from COVID-19. Arlington residents generously donated masks, gowns, face shields, gloves, and disinfectant products.
- The Director assists local veterans and families in applying for, and receiving, federal VA benefits. Arlington veterans and/or dependents receive nearly \$344,167.00 per month in tax-free veteran benefits from the VA.
- The monument honoring Lt. Richard Buzzell was unveiled. In addition to the new memorial a new flag pole and two benches were installed. These improvements greatly enhance the memorial and allow residents an opportunity to enjoy this new location. An official re-dedication ceremony will be planned in the future.
- Arlington suffered the loss of two military veterans this year. Mary Foley, an Air Force vet-

eran and long-time Arlington resident, was a Korean and Vietnam era veteran who passed away in April with no living family members. While adhering to COVID-19 guidelines residents lined Mass Ave to honor Mary and her service to our nation. In November CWO2 Marwan Gahbour was killed while serving on active duty overseas. The Director worked closely with state and local agencies to coordinate a fitting tribute, honoring the service of CWO2 Marwan Gahbour and his family.

### FY2022 Veteran Services' Goals

- The re-dedication of the new memorial honoring Lt. Richard Buzzell.
- The Director will continue to engage local residents, in public meetings, regarding the development of a new Veteran Memorial park.
- The Director will continue to engage the community on benefits and services available to our veterans and families. The focus will include increasing public participation in our Memorial Day and Veteran Day ceremonies.
- The Director will continue to work with other agencies and companies in the area to promote benefits and services provided on the local, state, and federal level.



## ARLINGTON YOUTH COUNSELING CENTER

The Arlington Youth Counseling Center (AYCC) is a community-based mental health center licensed by the Department of Public Health and serving Arlington youth (ages 3-21) and their families. AYCC is the leading provider of outpatient and school-based child and adolescent mental health services in Arlington, offering individual, group, and family counseling, psychiatric evaluation, and medication management. AYCC is committed to ensuring that all community youth and families have access to culturally sensitive and high quality care. To this end, AYCC strives to identify and address systemic inequities that create barriers to care, including financial barriers. AYCC is one of the only providers in the area that accepts youth with public health insurance and provides thousands of dollars of free and reduced-fee care to families who are uninsured, under-insured, or who otherwise cannot afford the cost of deductibles and copays. In addition to mental health services, AYCC



# HEALTH & HUMAN SERVICES

oversees First Step- a support group for victims and survivors of domestic violence, and offers community resource support and case management services to Arlington residents experiencing homelessness, economic instability, and other basic resource needs.

The following list captures some of AYCC's highlights from 2020:

Provided mental health services to 367 children, teens, and adult caregivers, including 107 new AYCC clients in 2020. Conducted a total of 7,750 sessions (including psychotherapy, psychiatric evaluation, and medication treatment).

Provided an additional 600 hours of clinical consultation and care coordination to AYCC clients and families.

Implemented telehealth services in March to ensure continued access to care for existing and prospective AYCC clients during the pandemic. In total, AYCC conducted over 6,000 telehealth sessions with clients and their families.

Between January and March of 2020, provided 436 school-based counseling sessions to 69 students in the Arlington Public School through the Project Success program. During the pandemic, AYCC clinicians continued to offer counseling services to 75 Project Success clients via telehealth.

Provided weekly therapeutic support to students in the Workplace via a combination of in-person and virtual activities.

Conducted a nine-week Parenting Support Group for parents and caregivers of elementary-aged children in Arlington.

Provided over \$30,000 in free and reduced fee care to 23 families in need of financial assistance.

Facilitated weekly therapeutic groups for victims and survivors of domestic violence. Support groups were suspended in March due to the pandemic, but group leaders provided ongoing support to individual group members remotely.

Collaborated with Arlington Public Schools to address the impact of racism on the mental health of

students, and helped coordinate anti-racist and implicit bias trainings for school personnel and administrators.

Provided community resource support and case management to 76 Arlington residents experiencing economic instability, homelessness, housing instability, food insecurity, barriers to healthcare, and other basic resource needs.

- Partnered with the Arlington Health and Human Services Corporation to establish the Arlington COVID19 Relief Fund. To date, the fund has raised over \$200,000 in community donations, sponsorships, and grants to support the essential needs of community members impacted by the pandemic.
- Administered over \$100,000 in emergency financial assistance from the Arlington COVID19 Relief Fund to 60 community members in need.
- Collaborated with the Board of Youth Services and Arlington Public Schools to offer a Virtual Forum "Holding Strong During Tough Times: Managing Anxiety and Promoting Resiliency in the Family." The presentation featured Dr. Nadja Reilly, and was attended by over 60 parents and other members of the community.



- Collaborated with the Board of Youth Services to organize AYCC's "50for50" Fundraising Campaign. The campaign sought to raise \$50,000 in honor of AYCC's 50<sup>th</sup> Anniversary. Thanks to the generous outpouring of support from the community, AYCC far exceeded its goal, raising nearly \$60,000 to help fund future mental health programs and services at AYCC.



## DIVERSITY, EQUITY & INCLUSION

In 2019 the Department of Health and Human Services hired a Diversity, Equity and Inclusion (DEI) Coordinator to serve as the ADA Coordinator, to manage and support the work, initiatives and goals of the Disability Commission, Human Rights Commission and LGBTQIA+ Rainbow Commission, and lead the racial equity work for the Town. In late 2020 the Diversity, Equity & Inclusion Division was established and is made up of a DEI Director and an Administrative Assistant. The DEI Division collaborates and partners with a number of departments, boards and commissions across the Town, in addition to external organizations, to advance equity goals. The DEI Division is heavily involved in the planning and executing of many of the programs and events put on by the three commissions under the division. The following activities and programs are some of the highlights that took place during 2020:

### Training & Education

- Arlington joined the Government Alliance on Race & Equity (GARE), membership includes participation in monthly meetings with jurisdictions across the country working on various aspects of racial equity, additional discussions and topic tailored workshops are attended.
- The Town started the Race And Equity Leadership (REAL) Training Program facilitated by the National League of Cities, in which approximately 65 Town leaders are participating in a multi-level racial equity training, expanding knowledge and skills in how to operationalize and properly use racial equity toolkits in our work.
- A Core Equity Team made up of Town employees, representing most departments, has been established to work more closely with DEI Director to advance initiatives.
- The Town contracted with racial equity consultancy Powerful Pathways to facilitate community dialogues around race, social justice, and equity, and to help foster a stronger relationship to build trust within the community.
- DEI Director is an active member of bi-weekly Racial Equity Learning Community offered through the CHNA 17, and an active member on both the Reparations and the Education Committees with the NAACP Mystic Valley Branch.

### Programs and Projects

- Established a Business Task Working group, with members of the Disability, Rainbow, and Human Rights Commissions to focus on how to engage with businesses to promote and support an anti-discriminatory and unbiased set of best practices.
- Set up a recurring chairs/co-chairs meeting, for the leaders to come together to share ideas and work through group challenges.
- Hosted Community Conversations-series of race talks in collaboration with the AHRC, APD, APS, VISIONS, INC, ACMi and other participants; topics included
  - Session 1: A Time of Reflection & Action
  - Session 2: Racism and Housing
  - Session 3: Arlington Public Schools Talk about School Discipline
  - Session 4: Elevating Suppressed Voices
  - Session 5: VISIONS, Inc. Diversity/Equity/Inclusion Climate Assessment of APD
  - Session 6: Arlington Public Schools Listens to Suppressed Voices
  - Session 7: Town Session with Richard Pedrini: Apology and Acknowledgement
- Co-sponsored Black Lives Matter Vigil and Juneteenth Celebration.
- Co-facilitated with Powerful Pathways to provide the Community Racial Justice Teach-Ins; a five-session pilot program for community members to participate in workshop style discussions on racial justice topics over the course of three months in early 2021.
- Coordinated commission involvement in Fair Housing Action Plan, in collaboration with the Department of Planning and Community Development (DPCD).
- Pride Banner campaign with Rainbow Commission to create Pride banners for the center of town to celebrate and spread awareness of Pride Month.
- Co-Hosted with the Disability Commission a public information session on the ADA Self-Evaluation Transition and Implementation Plan, presented by the Institute for Human Centered Design and DPCD.
- In partnership with DPCD and DPW successfully awarded CDBG funding to continue the curb cut ramps program.
- Established the Elevating Arlington's Voices of Color (EAVoC) Archive Project, in partnership with the Robbins Library and Arlington Commission for Arts and Culture (ACAC) in early 2021.

# HEALTH & HUMAN SERVICES

## Future Goals

Establish Municipal Equality Index (MEI) Working Group to address areas in need of change to improve the Town's laws, policies, and services affecting the LGBTQIA+ community.

Continue to craft an Equity Action Plan that will provide the beginning stages of a roadmap for advancing equity across all facets of the Town, that will be a living document to be added to, and changed as seen fit.

Continue to provide, improve, and build up educational programming and opportunities, for employees and the community at large.

Sustain and expand the EAVoC project and supplemental programming throughout the 2021 year

## COMMISSION ON DISABILITY

The Arlington Disability Commission (ADC) 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, mental illness, and other disabilities have equal access to Town facilities, services, and programs. The ADC thanks our new Diversity, Equity and Inclusion Director, Jillian Harvey, who was a tremendous support during a difficult year.

The ADC publicly applauds the work of the Department of Public Works for the sidewalk replacement project in the center of town. Residents' access to Town buildings, shops, and events was vastly improved. With an expanded budget, ADC was able to contribute assistance funds to other projects around Town, including renovating flooring in the Town Hall vestibule, and using CDBG (Community Development Block Grants) funds to continue the curb cut ramps program.

The ADC continued to meet with Town Officials to discuss the rights of people with disabilities in order to work towards full community inclusion within the Town of Arlington. Therefore, the ADC welcomed presentations and dialogues with Special Education Director Alison Elmer, Police Chief Julie Flaherty, Department of Public Works Director Michael Rademacher, Town Counsel Douglas Heim, and several members of the Planning and Community Development Department.

Commissioners continue to volunteer and participate on various Town committees and projects to share our unique lived experiences. For example, the ADC was actively involved with the Arlington High School Building Committee, including funding an Institute for Human-Centered Design review of the plans. In 2020, ADC members were also particularly active on the Election Modernization Committee, the Sustainable Transportation Advisory Plan Committee, and Arlington Redevelopment Board meetings.

Communication is crucial to improving accessibility in Arlington.

## In 2020 the ADC:

- Debuted a Facebook page.
- Voted to assist funding the Town's website ADA-Redesign project.
- Consulted with Town staff to ensure captioning for Virtual Town Meeting.

The ADA Self-Evaluation Transition and Implementation Plan, which examined twenty-seven municipal buildings, was presented to the public during 2020. Going forward, this detailed assessment will help prioritize necessary improvements to infrastructure throughout the Town. Further, the ADC was able to use this plan to apply for a Massachusetts Office of Disability Municipal Improvement Grant.

In March the ADC attended the Town-sponsored Volunteer Fair. Dedicated volunteers with disabilities are making a difference here in Arlington. The ADC notes with sadness the passing of long-time Commission member Beverly Bevilacqua, whose kindness was legendary as a long-time volunteer with the ADC and the Council on Aging.

The ADC will continue to advocate for and ensure the rights of Arlington residents living with disabilities. All interested residents are encouraged to attend the monthly public meetings, on the third Wednesday of each month at 4:00 p.m.



## 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, Select Board, and the Town Moderator have appointing authority for thirteen members of the Commission.

The AHRC met monthly throughout the year. The current co-chairs, Sharon Grossman and Kristen Bauer, were elected in August 2019. In January 2021, new co-chairs will be elected.

During 2020 there was continued discussion within the Town about diversity, racial equity, and inclusion.

# HEALTH & HUMAN SERVICES

---

The Black Lives Matter movement encouraged deeper reflection and examination of systemic racism within our town. Continuing incidents of racism, homophobia, anti-Semitism, and others demonstrated the continued need for us all to address these issues. The AHRC took many concrete steps to address individual incidents of human rights violations, promote discussion and debate about critical human rights issues in town, and foster activities to make Arlington a more welcoming and inclusive community.

During 2020 the Communications, Schools and Education, Events, and Outreach Working Groups continued to engage community members to partner with Commissioners, expand the Commission's work and reach, and enable us to develop more programming. Working Groups meet monthly and report back to the full Commission at regular meetings.

## **Education, Training, and Institution Building**

- Drafted a Commissioner role description, adopted a protocol governing police participation in AHRC meetings, and amended rules and regulations governing the work of the AHRC to reflect current conditions.
- Trained Commission members on biases with True Story Theatre.
- Held two retreats for AHRC Commissioners to address our governing rules and regulations, community engagement and top goals for the year ahead.

## **Community Outreach**

- Continued to offer a citizen's forum during each monthly meeting to give residents the opportunity to address the Commission on matters relating to equality and fairness. This year, at least several dozen citizens took advantage of this opportunity. Citizens attended most Commission meetings.
- Continued monthly agenda item to enable Commissioners to discuss issues raised by community members at the previous month's meeting.
- Continued monthly Commissioners' Coffee Chats to enable members of the community to informally meet and share ideas on human rights issues with two Commissioners each month.
- Regularly received information about and participated in Massachusetts Association of Human Rights Commission (MAHRC) meetings.
- Continued co-sponsorship of the Town's Martin Luther King, Jr. Birthday Celebration and began working collaboratively to support its efforts.

- Celebrated Black History Month in February 2020 by sponsoring a series of events including hanging banners along Massachusetts Avenue highlighting Black Massachusetts citizens and a film series, one of which attended by 54th Massachusetts Volunteer Infantry Regiment Reenactors.
- Co-Sponsored a series of Community Conversations in 2020 related to racial equity, education, housing, and policing.
- Sponsored virtual Black Lives Matter Vigil and Juneteenth Celebration.
- Issued statements on the following:
  - Protecting Human Rights During the COVID-19 Pandemic
  - Standing Against Police Brutality and Racial Violence
  - Vandalism of the Black Lives Matter Banner at Arlington High School
  - Social Media Misuse
  - Black Lives Matter Sign Vandalism
  - Ongoing Repression of the Muslim Community in India
  - Back the Blue Rally
  - Upcoming Town Meeting Articles
  - Encouraging voter participation
- Proposed a proclamation in support of Black Lives Matter that included the hanging of a Black Lives Matter banner at Town Hall, which the Select Board adopted.
- Hosted a forum on Native Imagery and encouraged celebration of Indigenous People's Day, cosponsored a Native American Heritage Day social media takeover, and drafted a proposed proclamation and warrant article for adoption in 2021.
- Joined the Town's effort to encourage businesses to be inclusive and welcoming.
- Hosted panel discussions on COVID-19 in Community, Equity and Affordable Housing, and Beyond Banners: From Symbolism to Substance as the keynote for BLM Day.
- Started a regular e-newsletter that reaches over 700 subscribers.
- Posted 180 times on Facebook, with some posts reaching nearly 3,000 people.
- Started a Twitter account which currently has 500 followers. Made 110 tweets, which were seen by approximately 52,000 people.
- Started an Instagram account, that currently has 148 followers, and a YouTube page where all of the recorded events are available for viewing.
- Continued the internship program with Arlington High School that included four AHS students.



# HEALTH & HUMAN SERVICES

- Cooperated with, co-sponsored events with, or publicized events with a wide range of community groups and government entities.
- Reached out to the Arlington School Committee to express concerns related to equity and disproportionality of discipline issues within the Arlington Public Schools in hopes of working together.
- Began monthly meetings with a land acknowledgement statement: "We acknowledge that the Town of Arlington is located on the ancestral lands of the Massachusetts Tribe, the tribe of Indigenous peoples from whom the Colony, Province, and Commonwealth have taken their names. We pay our respects to the ancestral bloodline of the Massachusetts Tribe and their descendants who still inhabit historic Massachusetts territories today".
- Sent a letter to the Arlington School Committee related to the recent superintendent search process.
- Adopted the following tagline, which is now being used by many Town Departments on email and other correspondence: *Arlington values equity, diversity, and inclusion. We are committed to building a community where everyone is heard, respected, and protected.*

## Incidents and Complaint Response

- Hate incidents continued, with increasing complaints related to BLM signs and protests.
- Collected information regarding hate incidents occurring in Arlington from residents, schools, and the APD, as follows: 48 Cases, 8 of which involved the APS and 29 of which were also referred from or handled by the APD.
- Continued to work closely with the APD and APS to learn of, track and, where necessary, address incidents impacting human and civil rights.
- Continued to work under a Memorandum of Agreement that included the APS, AHRC, and APD that set forward Guidelines for Responding to Hate Incidents in the Arlington Public Schools.

## AHRC Year and Goals Moving Forward

Our Commission has one new member this year, increasingly reflecting the growing diversity of our town. Our entire Commission is energized to work together with the community to address the challenging human rights issues facing those who live, work, pass through, and visit Arlington.

As we move forward, we are ever mindful of the damage to our community that has yet to be repaired. Regrettably, our town has experienced incidents of hate, intolerance, and inflammatory language stemming from racism, anti-Semitism, anti-immigrant sentiment, homophobia and systemic discrimination. Hateful incidents like these have caused widespread fear. *Arlington can and must do better.*

We recognize that every person in Arlington deserves to be valued, respected, and protected. Thus, even through the COVID-19 pandemic when we needed to pivot to virtual meetings and gatherings, we continue to increase opportunities to be heard through hosting, sponsoring, and partnering with community programs and events to welcome and celebrate diversity and participating in town programs. These include community activities, discussions with police, and outreach to community groups to foster respect, and facilitate training, education and incident reporting with the police, the town and our schools to increase protection for all in Arlington.

*Arlington values equity, diversity, and inclusion. We are committed to building a community where everyone is heard, respected, and protected*

## LGBTQIA+ RAINBOW COMMISSION

Established by Town Meeting in 2017, the LGBTQIA+ Rainbow Commission is a volunteer group of Arlington residents, appointed by the Town government, who promote the inclusion of LGBTQIA+ individuals and groups through affirming policies and programs, resources, advocacy, and community-building with the vision that the Town of Arlington will fully include the LGBTQIA+ community in all aspects of Town life.

During 2020 the Commission focused efforts in these main areas:

### Community-engagement activities hosted by the Rainbow Commission

- Community Outreach events to bring the community together virtually as the pandemic lockdown continued - April & May
- Virtual Pride gathering, attended by representative Dave Rogers
- Created a form for community members to submit their needs for support and interest in volunteering to help those in need.

### Community events cosponsored by the Rainbow Commission

- Virtual Drag Prom - Robbins Library
- LGBTQ Seniors and Friends Karaoke & Cocoa + weekly virtual meetings
- Listening to Black Voices - LexPride

# HEALTH & HUMAN SERVICES

- Transgender Day of Remembrance – LexPride
- Intergenerational SAGE Table – Council on Aging
- ABCs of LGBTQIA+ on ACMI
- Queer Book Group (monthly) – Robbins Library
- Reel Queer films (bimonthly) – Council on Aging and Robbins Library
- Collaborations with Town Government and Staff
- We welcomed Jillian Harvey, the Town’s Diversity, Equity & Inclusion Director, as a key liaison and support resource, who helped keep us on track with Town leadership and policies, and provided invaluable counsel and guidance throughout the year.
- Provided feedback on Arlington Police Department’s Policy for interacting with Transgender Citizens.
- Pride Banners - Raised over \$3500 to fund 10+ banners, which were hung in early September and plan to reuse for June 2021 during pride month.
- Recruited new commissioners to further grow the commission.
- Worked with Town Manager and Health & Human Services to implement changes to maintain a Municipal Equality Index Score of 100 for Arlington for the first time.
- Attended meetings of the Human Rights Commission, LexPride, and Select Board.
- Participated in Town Commission chair meetings, with the Human Rights Commission and Disability Commission.
- Attended APS Superintendent Candidate interviews and provided feedback.
- Invited journalist to our monthly meeting to hear about APS/RC engagement, resulting in coverage in yourArlington.com.

## Advocacy & Social Justice

- Black Lives Matter - promoted support for local BLM demonstrations/ activities being held in Arlington with our members and social media followers, including making a public statement.
- Coordinated with Jill Harvey to support and amplify her efforts for town programming
- Helped draft the annual Pride Proclamation from the Select Board, highlighting the continued challenges of LGBTQIA+ people of color.
- Posted a statement on verbal attack and use of a homophobic slur against a town resident.

- ACMI interview with commissioner Lisa Krinsky on the LGBTQIA+ community’s reaction to #BlackLivesMatter

## Communications

- Maintained Facebook page (335 followers - up from 275 in 2019), Twitter (234 followers - up from 170), email list (245 contacts - up from 195) and website (5473 views - up from 2,400, 3,982 visitors - up from 1350) to update the community on Commission activities, other area events and issues of interest or importance to the LGBTQIA+ community.
- Responded to countless emails from individuals seeking resources and advice regarding LGBTQIA+ issues.
- Posted about events, engaged in community discussions and shared resources in various Arlington Facebook groups.

The Commission generally meets on the third Thursday of the month at 6:30 p.m. via Zoom during the pandemic. All meetings are open to the public and we encourage community members and representatives from other Town committees and commissions to attend. For more information, see <https://rainbowarlington.org/> or email [rainbow@town.arlington.ma.us](mailto:rainbow@town.arlington.ma.us).



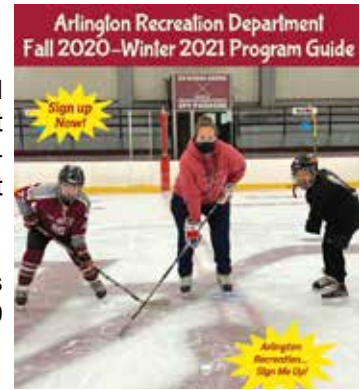
*Pride Banners on Mass Ave.*

# RECREATION

## RECREATION DEPARTMENT

Arlington's Recreation Department offered a smaller variety of programs and facilities rentals for Arlington residents in 2020 due to restrictions, guidelines, and best practices brought on by the COVID-19 pandemic. The Department operates as a self-supporting enterprise in the Town and does not utilize general fund dollars to support the staff, programs, or the Ed Burns Arena.

The chart below gives an overview of the usage at the rink for the previous 6-years, please note that the FY 2020 season was cut short due to the covid-19 pandemic which is reflected in lower than usual numbers.



Ed Burns Arena	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
Ice Rental Hours	2,055	2,032	1,795	1,643	1,559	1,379
Public Skate - Adult	4,567	4,795	6,288	5,730	4,581	3,858
Public Skate - Child/Senior	7,091	7,643	4,805	6,623	6,732	6,434
Public Skate Passes - Adult	116	107	65	55	34	33
Public Skate Passes - Child/Senior	148	140	109	86	61	50
Skate Rentals	3,621	3,325	3,386	4,106	3,405	3,202
Skate Sharpening	785	845	528	636	352	146
Stick and Puck	1,005	1,377	1,425	1,469	1,102	1,121

The Department has been committed to providing quality affordable programs and community wide special events. The chart below gives an overview of the program attendance for the previous 6-years, please note that the FY 2020 season was cut short due to the covid-19 pandemic which is reflected in lower than usual numbers.

Season	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
Summer	2,403	3,806	3,469	3,197	2,807	2,214
Fall	1,097	1,370	1,265	1,300	1,042	1,204
Winter	2,299	2,333	2,445	2,525	2,387	1,745
Spring	1,184	1,529	2,145	2,223	1,306	0
Kids Care Memberships	148	163	135	124	169	163
Total	7,131	9,201	9,459	9,369	7,711	5,326

Overall the participation numbers in recreational programs has fluctuated over the last few years with a major drop in FY20 due to the COVID-19 pandemic. Through the pandemic Arlington Recreation was able to offer a base level of programming and was able to keep the Ed Burns Arena open whenever state and local guidelines allowed for youth recreational programming.



Arlington youth playing viking flag football while complying with COVID-19 safety protocols.



# RECREATION

The access to a primary recreational program space has the biggest potential impact on the Department's ability to maintain participant numbers. Continued access to school gymnasiums, cafeterias and classrooms will be critical in the Department's ability to maintain its level of recreational programming and licensed early education and care programs. It is important for the Department to continually explore alternative program locations.

The numbers at the Reservoir Beach have fluctuated over the last several years and the beach did not open during the Summer of 2020 which will be reflected in the FY2021 numbers. The chart below represents the number of annual beach goers through the FY2020 season:

Reservoir	FY 2015	FY 2016	FY 2017	FY 2018	FY2019	FY2020
Adult Resident	363	279	215	132	142	142
Child Resident	374	339	198	153	126	126
Senior Citizen	74	68	53	56	42	42
Resident Family	470	404	338	892	712	178
<b>Total Tags Sold</b>	<b>1,281</b>	<b>1,090</b>	<b>804</b>	<b>1,523</b>	<b>1,217</b>	<b>485</b>
<b>Total Daily Passes</b>	<b>9,565</b>	<b>8,806</b>	<b>11,782</b>	<b>9,239</b>	<b>9,775</b>	<b>17,590</b>

The Recreation Department works closely with Public Works to try and balance field usage with field conditions. The number of fields has remained constant over the years, but the influx in the school age population has increased the demand on field space. There is also a growing request for new leagues and pick-up adult usage. The Department will continue to work with the Park Commission, various user groups, friends groups, and residents to seek solutions for these challenges.

## PARK AND RECREATION COMMISSION

Arlington Recreation continues to manage the capital improvement projects for the Park and Recreation Commission. Projects in 2020 consisted of:

- Reservoir Phase I and Phase II
- North Union/Lussiano Playground
- Rink ADA Improvements
- Repairs and upgrades to our playgrounds based on findings in the 2019 playground audit

### 2021 Goals

The Department will continue to offer its state licensed afterschool and preschool programs. The Department will also be completing a review of their mainstay programs including Kid Care, Club Rec, Travel Basketball, Futsal, and various long running contracted sport programs

The Department has a number of projects scheduled for 2021 including ADA upgrades at the Hills Hill Field, the Reservoir Phase II Project, a new ADA lift for the Ed Burns Arena, and continued playground upgrades in regards to the 2019 playground audit.



*New North Union / Lussiano Playground at Thompson Elementary School*



# EDUCATION

## ARLINGTON PUBLIC SCHOOLS 2019-2020 ANNUAL REPORT

The tradition of excellence in the classroom, performing and visual arts, and athletics continued in the 2019-2020 school year. Motivated students, great teachers, dedicated administrators, involved parents, and a supportive community made this possible.

From September through March 12, 2020, students attended classes in Arlington Public Schools (APS) eleven preschool-grade 12 schools. On Friday, March 13, all Arlington school buildings closed because of the COVID-19 pandemic. Extracurricular activities, including athletics and performing arts events, were canceled. Students did not return to in-person instruction before dismissing for the summer. However, students through virtual platforms continued to engage in learning with their teachers during the last three months of the school year. To ensure equitable access to virtual classrooms, the district distributed computers to all students requiring a device. Hotspots were also distributed as needed.

Remote learning began on Monday, March 16 with enrichment activities for all grades shared through the APS website and outreach by teachers to their students. APS's initial remote learning plan for April 6-May 4 provided options for students to explore, create, and stay engaged in learning and prioritized maintaining teacher and student connections. Following Governor Baker's announcement that Massachusetts' school closure would extend through the end of the 2019-20 school year, the second remote learning plan for May 4- June 19 focused on essential concepts and skills for students to be prepared for the next grade or course. Remote learning plans were made with equity and inclusion at the forefront. Special Education and English Language Learning services were provided in both remote learning plans.

Despite the changes in the learning modality during the last three months of the school year, the district continued the focus of building on past successes and moving forward on the vision of the Arlington Public Schools (APS) as detailed in the four over-arching district goals.

- 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.
- 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.

- 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.
- 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 community's most valuable asset.

APS teachers and administrators in collaboration with members of the community and School Committee developed a vision of what skills, knowledge, and dispositions Arlington students should attain and develop during their years in Arlington Public Schools.

### **Vision of Student as Learner**

The APS vision for students as learners and global citizens outlines what the district wants all students to know and be able to do by the time that they graduate from Arlington High School (AHS). This requires that all students experience a coherent curriculum that is aligned with the Massachusetts State

Curriculum Frameworks that support the development of critical thinking, social-emotional, and relationship skills. Students are supported in their development

by highly qualified teachers, who engage in continuous professional learning. This vision informs the strategic initiatives, instructional decisions, and budget requests in the multi-year plan.

These characteristics will be demonstrated by student's ability to:

- work independently and collaboratively
- observe, analyze and synthesize information from a variety of sources to enhance existing understandings and construct new knowledge
- demonstrate perseverance by using repeated reasoning and inquiry
- participate in rigorous, focused discourse
- develop and defend arguments based on evidence and respectfully consider different perspectives
- create and critique original work

### **Vision of Student as a Global Citizen**

Students will strive to be empathic, responsible, active members of a local and global community who are aware of the role that bias and prejudice play in society, as demonstrated by their ability to:

- speak with and listen to others in a manner that is respectful of multiple perspectives
- cultivate and maintain healthy and rewarding relationships with diverse individuals and groups
- develop self-awareness and self-understanding
- think critically and reflect upon choices and their impact on others
- participate as a consumer of and contributor to the cultural and civic life of local and global communities.

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 with curriculum aligned to the Massachusetts State Standards. District-wide common assessments continued to be refined and updated in all disciplines at all levels, including mathematics, English, and writing to help teachers pace their instruction and inform them about students who had mastered the skills and content and those who needed further instruction. At all levels, teachers and administrators focused on incorporating the Vision of Student as Learner and Global Citizen skills into every classroom with an

emphasis on teamwork, working in a multicultural global society, perseverance, communication skills, creative problem-solving, and the ability to evaluate and synthesize information. Students and teachers became more adept at using online tools and resources due to the pandemic.

- Construction of a new high school began in 2020 with expected completion in 2024. The high school was placed on accreditation warning in 2013 by NEASC (New England Association of Schools and Colleges) citing inadequate classrooms, science labs, and technology infrastructure. The new school will address growing enrollment increases and a deteriorating building that no longer meets educational needs.
- In the spring of 2019, grades 3-8 and grade 10 took the computer-based Next Generation MCAS for ELA and Math. Grades 5 and 8 took the computer-based Next Generation MCAS in Science and Technology/Engineering, while 10th grade students took the Legacy MCAS Science and Technology/Engineering. The Next Generation MCAS focuses on a student's critical thinking abilities, application of knowledge, and the ability to make connections between reading and writing. The assessment also gives a clearer indication of career and college readiness. The percentage of Arlington students in each grade who are meeting or exceeding grade-level expectations is considerably higher than the state average in each assessed content area. The district received "Substantial Progress" toward targets for most accountability measures in 2019.
- During the 2019-2020 school year, the staff, teachers, and administrators of Arlington Public Schools participated in professional development focused on topics that enable the district to effectively work towards increasing the capacity of all staff to deliver an effective learning experience for all students. One district objective for the year was, "Students will engage in curricula that are designed in response to the district's vision of "student as learner", remain in alignment with state standards, and coherent within each discipline." Major curriculum initiatives included a continuation of aligning classroom resources and units of study with the common core curriculum and state standards. To support this work, teachers participated in professional development opportunities offered during early release time and department meetings.

- In support of district goal 1.2, “Students will develop their social and emotional (SEL) skills through age-appropriate SEL instruction that includes an awareness of cultural bias, and by learning in classrooms where responsible decision making, empathy, and the importance of positive relationships are the norm.”, all district teachers, teaching assistants and administrators received eight hours of professional development. Coupled with the district’s focus on Cultural Competency, 60 elementary teachers and 30 middle school teachers participated in a summer training in “Responsive Classroom.”, which is an evidence-based approach to teaching that focuses on engaging academics, positive community, effective community, effective management, and developmental awareness. The underlying foundation for Responsive Classroom assists with building the five SEL competencies of self-awareness, self-management, responsible decision making, social awareness, and relationship skills.
- To further support curriculum work and to ensure that classroom instruction continued to respond to the individual needs of students, professional development opportunities were provided to focus on the use of data to support teaching and learning, addressing goal objective 3.1, “Research and implement a data platform to support the district in collecting, aggregating, analyzing and sharing student data in order to assist teachers in targeting instruction and improving student learning and wellness.” The Data Bank, which houses student assessment data, was updated to provide filters to disaggregate formal and informal assessment results by gender and race. Teachers and administrators participated in a series of workshops that focused on teaching the Data Wise Improvement Cycle.
- Arlington Public Schools understands the importance of having safe and supportive schools so that every child feels known and appreciated in school, while also supported in learning age-appropriate social-emotional skills in an atmosphere of equity. This work is shared by all administrators, faculty, and staff. This priority is supported by specific programs that the district has adopted, as well as through a variety of professional development offerings and school and district-level Safe and Supportive Schools teams. Curricula and programs such as Tools of the Mind, Responsive Classroom and Open Circle help build predictable, safe, and energizing classrooms. Over 300 faculty and administrators have been certified in Youth Mental Health First Aid, and a cohort of teachers has completed a graduate certificate program in Trauma and Learning. Teachers have attended professional development on cultural competency offered district-wide.
- Arlington High School (AHS) continues to provide high levels of academic quality and a positive environment in spite of persistent challenges in facilities. AHS continues to grow in a number of areas including the use of technology, school climate, student leadership, and learning beyond the school walls. AHS continues to excel on assessments of academic quality reflecting both high achievement and improvements in academic equity. AHS received Gold Medal distinction in the U.S. News & World Report Best High School Rankings and ranks in the top 2% of schools nationally. AHS is recognized as a top school in science, technology, engineering, and mathematics, or STEM. Students at AHS also continue high levels of performance in the National Merit Scholarship Competition over the years.
- Arlington High School has continued to expand its offerings and build capacity to allow students to learn beyond the traditional classroom, varying how, when, where, and what they learn to serve their interests and needs. These efforts include uses of MOOCs (Massive Open Online Courses), interdisciplinary certificates, internships, online courses, and an emphasis on a maker culture. MOOCs are courses offered online and open to the public. Students learn with the provided materials (lectures, readings, videos) and are assessed by online quizzes and peer feedback. AHS has developed a highly successful blended model in which students or staff may propose a course. Students take the course along with a staff member who helps create context, community, appropriate feedback, and supplements and approves the assessment. This approach proved successful during the school closure resulting from COVID 19. During the closure period over 300 students participated in these online courses for credit.
- Over the past three years, AHS has partnered with Think:Kids, a program in the Department of Psychiatry at the Massachusetts General Hospital, to pilot an approach to school discipline known as Collaborative

# EDUCATION

Problem Solving (CPS). CPS builds relationships and teaches skills through a process of helping adults and students learn how to resolve problems collaboratively, which has resulted in a 45% reduction in out-of-school suspensions.

## Athletics:

In fall 2019, 459 students participated in the nine programs, with post-season success for four of the programs, including girls soccer, boys soccer, field hockey, and golf. During the winter season, 393 students participated in the nine programs offered. Three teams won Middlesex League championships - boy ice hockey, girls ice hockey, and wrestling, Wrestling won the Metro Division 2 Sectional Championship for the first time in school history. Boys Hockey won the Division 1A Super 8 State Championship for the second time in the last four years. AHS is the first public school team in the history of the State to win two Super 8 Championships. For the spring season, 399 students registered to participate, but unfortunately due to Covid-19, the spring season was canceled.

- The Technology Plan was further implemented this year by increasing the schools' Bandwidth from two 2-Gig to two 3-Gig redundant circuits located at AHS and Ottoson, as well as increasing technology hardware, including LCD projectors, in all schools. As part of the School Chromebook Refresh Program, 1,000 Chromebooks and 40 carts were purchased and distributed to schools. Continued Voice Over Internet Protocol implementation (VOIP) brought an additional 14 buildings online for a total of 18 buildings in the town, including schools. Upgrades to Munis and PowerSchool were implemented, which included creating a visual map of school buffer zones through the integration of PowerSchool and the Integrated People system. The Technology Department with school personnel distributed 1100 Chromebooks and iPads to students to support Remote Learning during school closure. They installed the Town/School Fiber Infrastructure in the Parmenter School in preparation for the Preschool relocation from AHS for a September 2020 opening. The Department set up and installed Virtual Private Network Software for School Administrators to enable them to work during the Governor's "Stay at Home" order. To support remote teaching, the IT Department provided an array of professional development modules for the use of online software and platforms.

- Arlington Education Foundation (AEF), MA Department of Elementary and Secondary Education (DESE), and Community Health Network all supported important initiatives regarding social-emotional skill building, positive mental health, and equity in the schools. The Arlington Education Foundation (AEF) continued investing a total of \$200,000 in behavioral health so every student has the best environment in which to learn. The grant continued in 2019-2020 to support Youth Mental Health First Aid training for teachers, staff, and administrators in all schools. Over 300 staff members have been trained. In addition, several schools received on-site coaching from The May Institute. The grant also funded individual projects at several schools.
- A grant from the Department of Elementary and Secondary Education supported the district-wide Safe and Supportive Schools (SASS) team that focused on building internal capacity by supporting SASS leadership work, as well as attendance at a May Institute and the Positive Behavioral Interventions and Supports (PBIS) Conference.
- CHNA 17 awarded the district additional funding through the Mental Health and Racial Equity grant to address issues regarding access to mental health care among Arlington's African-American/Black students. A cohort of school counselors, social workers, and a nurse took the EDCO IDEAs course on Anti-Racist School Practices to support the success of all Students. In addition, several members of AHS' Black Student Union attended a leadership conference with grant funds.
- Through an AEF grant, Dr. Dena Simmons conducted a curriculum equity audit of current district curricula.
- AEF supported a Gibbs Learning Community as the teachers developed a project-block curriculum based on exploring social justice ideas of Identity and activism.
- AEF funded innovative fitness activities in PE classes at Hardy and Dallin schools.
- AEF provided funding to support a number of school initiatives, include the AHS Wellness Day, Orff Instrumentarium at Stratton School, professional development for Teaching for Artistic Behavior throughout the APS Visual Arts program, Polymerase Chain Reaction (PCR) Biotech Equipment for AHS biology classes, non-fiction books from all continents for Ottoson students to "Read Around the



World”, and, the Continuing Scholar Awards for APS teachers to pursue their individual enrichment studies.

The schools continued to work in partnership with the police, town, and community to ensure 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 AYCC, 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 APS students. The Parent Forum series continued again this year, free to all parents and community members. This year the topics ranged from: “Encouraging Honest Conversation with your Elementary-Age Children about LGBTQIA+”, “Redefining Mealtime”, “Screenagers” (the impact of digital time on children), “Changing the Culture Around Mental Health”, “How to Raise Ethical/ Thoughtful Children in The Age of Me Too”, “Smoking Cessation”, “Partying=intoxication a harmful message for teens”, “Unstuck: An OCD Kids Movie”, “Guiding Good Choices”, “Smoking and Vaping: Preventing Teen Trends,” “Homesick and Happy,” “I’m Done; What Do I Do Now?”.

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.

For additional information, please see the Superintendent’s newsletters: <http://www.arlington.k12.ma.us/administration/newsletters/>

For additional school and department highlights, please see the FY20 Report to Town Meeting: <http://www.arlington.k12.ma.us/administration/budget/fy21/fy21budgettownmeeting06-15-20.pdf>



AHS site work and Class of 2020 Graduation Caravan through town, June 2020.



Construction of the new STEAM (Science, Technology, Engineering, Arts & Mathematics) classroom wing, December 2020

## High School Building Project Update

The new Arlington High School remains on schedule and on budget despite the ongoing pandemic. Site work for the new school began in April 2020, while Phase 1 construction began in November 2020 when the first steel beams were raised. The Performing Arts and STEAM (Science, Technology, Engineering, Arts & Mathematics) wings are expected to be open to students in February 2022 and the school fully constructed in 2024 (followed by one year of additional site work).

Arlington began addressing the facility needs of the high school when it was invited by the Massachusetts School Building Authority (MSBA) into the School Building Grant Program in 2016. Arlington residents voted to fund the project in June 2019. Project partners include HMFH Architects, Owner’s Project Manager Skanska USA and Consigli Construction.

Detailed design and value engineering were ongoing throughout the 2019-2020 school year. In December 2020, Consigli Construction and the Town of Arlington signed a Guaranteed Maximum Price agreement to set the construction budget as \$234,287,347, roughly \$1 million less than the construction cost approved by the voters in 2019. In addition, the AHS Building Committee was able to add back several highly desired items to the project including the Minuteman Bikeway ramp and lighting at the new athletic fields. Furthermore, several HVAC enhancements are now included in the project, such as bipolar ionization and a more robust air filtration system. With associated soft costs added to construction cost, this brings the total project cost to \$289.8M. The MSBA is expected to contribute \$86 million.

As part of the AHS Building Project, the former Parmenter School was renovated in order to temporarily accommodate Menotomy Preschool. Menotomy Preschool, housed at the high school, is now relocated at the Parmenter School during construction of the new high school. The preschool will return to the new high school after it is completed. The majority of the work required to outfit the Parmenter School was the addition of an elevator to ensure full accessibility. Renovations took place from March to August 2020 and the preschool is enjoying their temporary home.

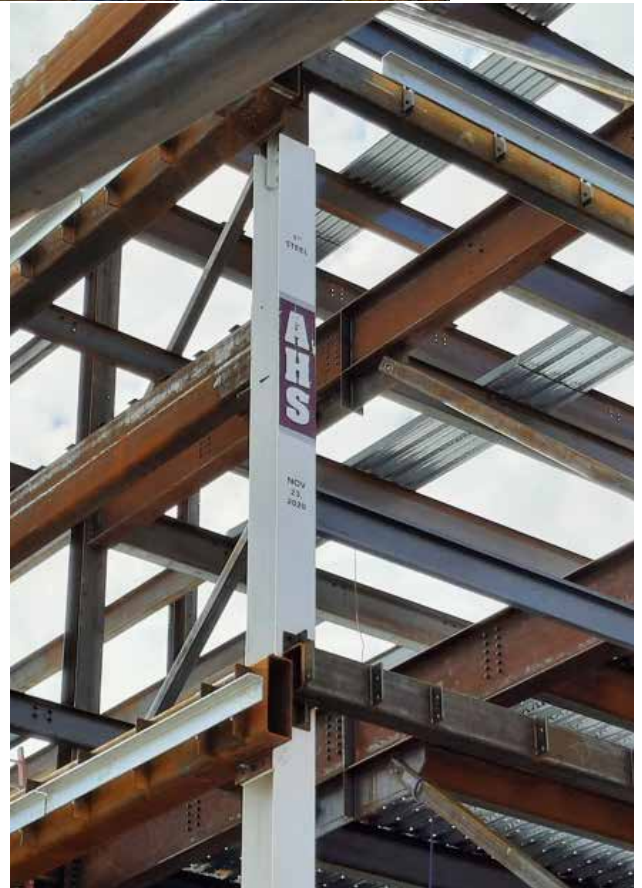
For more information on the AHS Building Project, including design renderings, construction progress



# EDUCATION



EDUCATION



*Clockwise from top: View of AHS site under construction (Dec. 2020), First steel column that was raised (Dec. 2020), interior of the classroom wing (Jan. 2021), and an eastern view of the AHS construction site (Feb. 2021).*



## ANNUAL REPORT TO THE TOWNS ARLINGTON

**Minuteman High School**  
**Dr. Edward A. Bouquillon, Superintendent-Director**  
**2020-21 School Year**

### **Despite Pandemic, School Continues to Grow**

Even with the challenges the pandemic has imposed on schools nationwide, Minuteman High School continues to experience growth in enrollment, programming, and in its physical footprint with the ongoing construction of athletic fields as part of the final phase of the school building project. The increased enrollment demand from families living in Minuteman's member towns is higher than projections made as the school was being designed. New and soon-to-be-implemented programming in animal science, multimedia engineering, advanced manufacturing, and robotics, are meeting the needs of the 21<sup>st</sup> century and narrowing the skills gap. Additionally, Minuteman's commitment to athletics is stronger than ever – marked with the Minuteman School Committee's unanimous approval to begin construction of three synthetic fields on the Lexington campus.

Using a hybrid learning model for 2020-21 school year, Minuteman has operated with one grade of students in the building per week to receive hands-on, career technical education (CTE) instruction, with academics and other content taught remotely. The administration is working with teachers and parents to actively plan to increase in-person learning capacity to two grades per week in March 2021.

### **Adapting to Growing Enrollment Demand**

As word spreads that Minuteman High School gives students a revolutionary, competitive advantage and a high-quality career technical education a new state-of-the-art building – with a large majority of students entering college or career shortly after graduation – the enrollment demand is increasing. Currently, 89% of Minuteman's ninth grade students (or 159 students) live in the district's nine member towns, including Arlington.

Minuteman experienced growing member-town enrollment for the Class of 2024, this year's ninth-grade class. There were 390 total applications received for students enrolling in the Class of 2024 – with 252 of those applications from students living in Minuteman's member towns – for 179 total open slots. By comparison, in 2019 and 2018, Minuteman received 272 and 168

total applications, respectively.

As of early February 2021, Minuteman received 334 total applications for the Class of 2025, for a total of approximately 200 total freshman slots.

Arlington is the largest town in Minuteman's district with 172 students attending for the 2020-21 school year, representing 27% of the school's 638 students.

### **Athletic Fields Project**

Construction has begun on three new athletic fields on the Minuteman campus with an anticipated completion date of October 2021. The three synthetic turf fields will support football, boys' and girls' soccer, cross country, baseball, softball, and boys' lacrosse, with a potential for future girls' lacrosse and girls' field hockey, as well as expanded track and field programs. The district is in the final stages of seeking approval from our member towns to insure all three fields are lighted, providing additional hours of use and enjoyment by Minuteman, our member towns and other sports groups.

Minuteman has had a long-standing commitment to accessible athletics programming with a "no cut, no fee" policy. Sports are a crucial component of the high school experience for many students. Athletes learn sportsmanship, teamwork, and the value of physical fitness. Having state of the art athletic fields for our students and our member towns gives us all something to look forward to in 2021 and many years to come.

### **Adapting to Change**

Minuteman is nimble at adapting to change, as demonstrated with providing programming that narrows the skills gap and meets the needs of the 21<sup>st</sup> century. Our students and teachers were quick to shift learning and teaching models during the ongoing pandemic, highlighting their perseverance and dedication to high-quality career technical education.

As Minuteman looks to the future, it is continuing to be responsive to the economy of today and tomorrow. In December 2020, Minuteman was awarded \$300,000 from Governor Charlie Baker's Skills Capital Grant to expand programming for both high school and adult evening students in robotics logistics engineering. With a massive rise in automated warehousing creating responsive supply chains, the demand for a highly trained and skilled workforce is increasing dramatically.



## EDUCATION

### Class of 2020 Achievements:

About 85% percent of Minuteman High School's Class of 2020 graduates have entered college, career, advanced training, or the military – a lower percentage than usual due to the pandemic. More than 70 colleges and universities accepted Minuteman graduates, including Champlain College, Lesley University, Worcester Polytechnic Institute, University of Massachusetts, University of Southern Maine, Keene State College, Stonehill College, Savannah College of Art and Design, and more. Most students who sought certifications in their respective fields received them prior to graduation, which includes various certifications from Occupational Safety and Health Administration (OSHA) in hazardous materials removal, biotechnology, plant science, and health care.

There were 25 Arlington graduates in the Class of 2020. Here is what they have told us they are doing:

- **Justine Barnes, a Design and Visual Communications major.** She is attending Bunker Hill Community College.
- **Silvia Barrett, a Culinary Arts major.** She is attending Middlesex Community College.
- **Sean Boisvert, an Electrical Wiring major.** He is attending Nichols College to study business.
- **Erik Byfield, a Culinary Arts major.** He is attending the University of Southern Maine to study mechanical engineering.
- **Dante Capone, a Culinary Arts major.** He is attending the Culinary Institute for America in New York.
- **Liam DaSilva, a Metal Fabrication and Welding major.** He enlisted in the United States Military.
- **Alec Derby-Geiermann, a Culinary Arts major.** He is attending Southern New Hampshire University.
- **Mark Galvin, a Plumbing and Heating major.** He is employed with a plumbing company.
- **Alexis Gazza, a Plumbing and Heating major.** She is employed with a plumbing company.
- **Edward Hassler, a Culinary Arts major.** He is attending Westfield State University to study criminal justice.
- **Daniel Healey, a Culinary Arts major.**
- **Rachel Jackson, an Early Education and Teaching major.** She is attending Middlesex Community College to study elementary education.
- **Hitesh Kafle, a Programming and Web Development major.** He is attending Mt. Wachusett Community College to study exercise and sports management.
- **Joshua Kerble, a Carpentry major.** He is attending Florida Gulf Coast University to study business management.
- **Nadishna Khadka, a Biotechnology major.** She is attending University of Massachusetts Boston.
- **Charles Lovett, a Horticulture major.** He is working at Newton Cemetery.
- **Daniel Mericantante, a Plumbing and Heating major.** He is working for a plumbing company.
- **Timothy Mericantante, a Plumbing and Heating major.**
- **Kyle Moniz, a Carpentry major.** He is working for a building restoration company.
- **Michael O'Rourke, an Electrical Wiring major.** He is working for an auto service station.
- **Darwin Perez, a Plumbing and Heating major.** He is working for a plumbing and heating company.
- **Austin Perry, an Electrical Wiring major.**
- **Mani Prashar, a Carpentry major.** He is attending Bunker Hill Community College to study computer programming.
- **Otto Rademacher, an Environmental Science major.** He is attending the University of New England to study marine affairs.
- **Joshua Vaglica, a Plumbing and Heating major.** He is attending Anna Maria College to study business management.



# LIBRARIES

## ROBBINS AND FOX LIBRARIES

### Mission

The Robbins Library (main) and the Fox Branch Library form Arlington's public library system. The Robbins and Fox libraries are vital community centers for all, providing opportunities for lifelong learning, personal fulfillment, and enjoyment that make Arlington a great place to live, work, study, and visit. The library is committed to services that anticipate and respond to the needs and interests of all users.

### Library Services During COVID-19

On March 13, 2020, both library facilities closed in response to the COVID-19 pandemic. To keep all ages connected, informed, and entertained, librarians conducted reference services by email and phone, added new e-content and streaming services, and learned how to produce story times, sing-alongs, book discussion groups, and speaker programs on Zoom and other online platforms. The first virtual library program was held on March 27.

The library held a "Big Return" event on Saturday, June 20 where patrons could return the items they'd had since March. Book drops at Robbins were reopened to accept returns.



Assistant Director Anna Litten on Contactless Pickup launch day

In late June contactless pickup service began, restoring access to the library's physical collections. Popular titles from Fox Library were temporarily relocated to Robbins, along with Fox Library staff. In August the "Grab Bag" service launched, providing busy adults and families with a custom bag of library materials suited to their general preferences. The service was instantly popular, drastically reducing wait times for library materials.

In October the lobby at Robbins reopened for drop-in checkout service, eliminating the hassle of the appointment system and welcoming patrons back inside for the first time since March.



Returned materials flood the Community Room.

### Accomplishments in 2020

January - March 12

- Thanks to support from the Friends of the Robbins Library the \$1.00 rental fee for feature DVDs was removed, thus eliminating a financial barrier to access. Library DVD collections continue to circulate despite the availability of streaming options.
- In January 2020, launched "open holds" system at Robbins and Fox as an added

Library Statistics	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Actual
Weeks open - Robbins (main) facility	52	52	52	37
Weeks open - Fox Branch facility	52	52	52	11
Materials Circulated	731,597	741,374	749,636	669,692
<i>Physical materials</i>	666,966	663,644	643,004	520,080
<i>Digital materials (e-books/audio/video)</i>	64,631	77,730	106,632	149,612
Children's program attendance	27,454	24,769	24,356	15,825*
Adult and Teen program attendance	3,952	4,465	3,784	3,421*

\* Includes virtual program attendance

convenience for patrons. Patron-requested materials that are ready for pickup are tagged and placed spine-down on open public shelves. Instead of waiting in line for staff to retrieve reserved material from a storage area behind the desk, with open holds patrons find their reserved materials and the self-checkout machine.

- Working with the Health and Human Services Department, established library hours for the Case Manager for homeless services.
- Applied library trust funds to replace the worn-out, heavily used Teen Area diner booths.
- Working with Arlington Center for the Arts, added works by local artists to the circulating art prints collection.
- In collaboration with the Arlington Cultural District and the Arlington Commission for Arts and Culture, won the maximum \$6,000 grant for Cultural Districts from the Mass Cultural Council to create a new walking tour through the District.



*Drop-in checkout service in the lobby.*

### *March 13 – December*

- Provided library services during the COVID-19 pandemic: expanded collections of downloadable e-books, audiobooks, and streaming media services; supported children, families, and older adults with virtual program options; established contactless pick-up with a custom-designed scheduling app from the Minuteman Library Network; introduced “Grab Bags” to circulate materials in bulk and reduce wait times; circulated take-home laptops and hotspots to address the digital divide; worked with

the Facilities Department to mitigate risk for Robbins Library staff and the public: increased regular cleaning, and added air filtration and purification.

- During lockdown, produced a town-wide mailer to promote Summer Reading across age categories, resulting in 1,136 participants. In a normal year, participation averages 1,600.
- Partnered with Arlington EATS to provide age-appropriate giveaway books to families receiving meals in July and August.
- Coordinated with ACMi to make library-produced videos of virtual programs available to wider audiences, e.g. author readings, and a history of Arlington’s Libraries presentation by Richard Duffy sponsored by the Friends of the Robbins Library.
- Launched Arlington’s COVID-19 Archive, a digital archive meant to be a permanent record of Arlington’s experience of the pandemic. The archive is hosted on the Local History page of the library’s website, and will remain open for submissions indefinitely.



### **Services for Children**

Children and caregivers participated in over 130 virtual programs in 2020, including story times, sing-a-longs for infants and toddlers, craft times, toddler programs, workshops, various performances, and middle-grade book groups. The children’s librarians assisted children, parents, and teachers with physical and virtual library collections, and homework assignments.

Community outreach efforts included contact with all seven elementary schools, attendance at school library aides’ meetings, diverse books workshops for educators, letters to teachers, assignment support for teachers and students, extended loan periods for educators, and the preparation of curriculum kits.

## Russell Fund

The Library is fortunate to have the Anne A. Russell Children's Educational and Cultural Enrichment Fund, which sponsors many special programs and services for children that could not be afforded otherwise. Program highlights in 2020 included book giveaways in the Winfield Robbins Memorial Garden, Kindergarten Kits for children turning five who are ready for their first library card, and interactive online story times and sing-alongs.

## Services for Teens

The Head of Teen Services engaged teens during the pandemic by coordinating online programs, take-and-make crafts, creating a Robbins Library twitch presence for interactive online gaming, and by promoting library services on social media. In the fall of 2020 Otton Middle School students participated in a "For Freedoms" civic engagement project.



"For Freedoms" installation amplifies teen voices during election season.

## Services for Adults

The seventeenth annual Arlington Reads Together program, co-sponsored by the Arlington Libraries Foundation and the Diversity Task Group of Envision Arlington, took place in March. Esmeralda Santiago, author of 2020 selection *When I Was Puerto Rican*, appeared at Town Hall on Sunday, March 8 before a crowd of hundreds—just five days before the shut-down. The library's many book discussion groups and programs for adults moved to Zoom in 2020 and continued to see steady participation. The Library continued outreach efforts through involvement with the Arlington Commission for Arts and Culture, the Arlington Cultural District, the Arlington Poet Laureate, Sustainable Arlington, the Rainbow Commission, the Chamber of Commerce, and other groups in town.

## Circulation, Technical Services, and Technology

The Circulation Department staff are the first front-line workers most visitors see when walking through the front doors, checking out and returning thousands of items at the main circulation desk. In 2020 library circula-

tion departments all over the country, including Robbins', had to reinvent the way library materials flowed in and out of the building. Circulation staff are also responsible for processing the daily delivery of bins, managing Minuteman interlibrary loans, maintaining good order on the shelves, and shifting collections.

The Technical Services Department processed new items and collections. In 2020 new items included circulating Chromebooks and hotspots, and new audio-enhanced picture books in the Children's Room. Tech Services staff also updated records in the catalog, coded vendor bills, and maintained selector accounts.

All of the library's public-facing and staff-facing equipment, systems, and peripherals are managed by the Technology Department. Staff ensure that Robbins and Fox equipment meets the Minuteman Library Network's management system requirements and supports all library cataloging, purchasing, collection management, and circulation functions.

## Edith M. Fox Library

Only two and a half months after the year began, Fox Library staff moved over to Robbins on a temporary basis to support reference and circulation services. The Fox Library closure presented an opportunity for improvements to the physical space: a new coat of paint, and a new carpet generously funded by the Friends of Fox. A new office for the full-time Fox Children's Librarian was created from a storage room adjacent to the children's area. The Fox Library also received a building security system upgrade, a people counter for statistics use, and a wireless service upgrade.

## Little Fox Shop

The Little Fox Shop is a children's resale shop within the Fox Library. It is operated by the non-profit The Little Fox Shop, Inc., whose primary mission is to support the Fox Library with proceeds from sales. Grants are given annually to support a variety of services. Library administration and Trustees acknowledge The Little Fox Shop, Inc. board members: Amy Weitzman (President), Cara Fraley, Betzi Hanc, Stephanie Murphy, and Janet Peluso. The Library also gratefully acknowledges the volunteer staff of the Shop: Christian Bayer, Brett Cook, Roslyn Fitzgerald, Annie Grear, Sharon Green, Kelly Hamilton, Sandy Hutchinson, Julie Kinchla, Faith Makowka, Judy McCarthy, Denise Movsessian, Jane Peluso, Kate Reid, Jane Sedgwick, and Bailee Star.

## Board of Trustees

The seven-member Board of Trustees supported the Director with library policies and administered library trust funds so that essential library services could be delivered including materials for all ages, the summer reading programs, activities for children, volunteer and staff appreciation, and staff attendance at library



conferences and workshops both in-person and remote.

## **Arlington Libraries Foundation**

The Arlington Libraries Foundation was established in 2013 to continue the long tradition of supporting the libraries by raising private funds. The Foundation seeks to create ways to build a legacy for the Library and create ongoing sources of support. These include running an annual fundraising campaign, creating endowed funds and named funds at the request of donors, and by providing a structure for bequests. The Foundation was able to fulfill the library's fiscal year 2021 grant request, funding materials and various initiatives. Library administration and Trustees are grateful to the Arlington Libraries Foundation Board members for their work: Karin Barrett (chair), Lynne Gardham, Marian Hanley, Patrick Hanlon, Maryellen Loud, J.B. Maxwell, Michele Meagher, Jeff Miller, and Usha Pasi.

## **Friends of the Library**

The Friends of the Robbins Library, with a membership of over 350, is a vital support group that raises funds primarily through memberships and book sales. In 2020 the Friends found creative ways to work around COVID-19, holding book donation events and pop-up book sales in the library's parking lot. Library administration and Trustees acknowledge the Friends of the Robbins Library Board members for their support: Ruth Hersh (chair), Jourdan Hafen (vice chair), Karen Kittridge (treasurer), Katherine Krister (assistant treasurer), Gwendolyn Wong (secretary), Alison Goulder, Andrew Fischer, A. David Lewis, David Warrington, Rebecca Kittredge, Susi Barbarossa, Timothy Wilson, Sally Naish, and Amy McElroy (coordinator).

The Friends of Fox Library board supported the Fox Library with a grant for a new carpet, and also sponsored library activities in connection with the Arlington Commission for Arts and Culture. The Friends of Fox Library also opened an online clothing resale shop with proceeds planned to benefit the Fox Library. Library administration and Trustees acknowledge the Friends of Fox Library Board, led by Scott Weaver (chair).

## **Library Volunteers**

Library volunteers assist various departments in shelving, shelf reading, supporting the library's homebound delivery program, and more. Library administration and trustees gratefully acknowledge the work of the library's volunteer staff. Two of the library's book discussion groups are led by trained volunteers: Therese Henderson continued to coordinate the Robbins Library Book Discussion Group, and Brad McKenna continued to serve as Guys Book Group facilitator. Lanie Cantor and Lynne Davis were homebound delivery volunteers throughout COVID-19. Other volunteers assisting at the Robbins Library in a variety of capacities were: Becky Anthony, Raquel Balmelli Newell, Joanne Burstell, Nan-

cy Brooks, Carol Browne, Stephanie Chiha, Graciela Correa, Catherine Farrell, Louise Friel, Heidi Gilliam, Sharon Green, Liz, Gross, Aileen Grunder, Kim Haase, Sarah Huntington, Marion Kilson, Mary Kokaras, Nick Lee, Ann LeRoy, Max Litvinov, Kaz Lockwood, Sharyn Lowesnstein, Tomi Magome, David McGowan, Donald Mugnai, Ann Marie Peterson, Vielle Roby, Dolores Schueler, Edda Shaffer, Tannaz Shirzed, Rose Udics, Larry Wendell, and Susan Whitney. The Library acknowledges the efforts of all the students who volunteer hours at Robbins and Fox to fulfill their community-service requirements for high school: Madeline Amidon, Harleen Bassan, Gabe Higgins, Kyle Lewis, Dinor Nalbani, Davis Rennella, Samuel Reyes, Lenny Santos, Donatello Sassaroli, and Aakril, Shrestha. The Library is grateful to Fox Library volunteers Justine Barnes, Joe Cook, and Debbie Hayes.

## **Future Goals**

- Fully restore library services and hours in the wake of the COVID-19 pandemic, as public health conditions permit.
- Explore ways to enhance support for library services to teens – an expanding cohort in Arlington.
- Launch the redesigned library website and “virtual branch,” [robbinslibrary.org](http://robbinslibrary.org).
- Implement a new Strategic Plan for Arlington's Libraries.
- Work with the library Equity, Diversity and Inclusion task group and relevant Town departments, boards, and commissions to improve library spaces and services and make them welcoming to all.
- Proceed with the strategy to deaccession the Winfield Robbins Art Prints collection.
- Continue working with the Housing Corporation of Arlington's Human Services Network, a collaboration of relevant Town departments and non-profit social services organizations working to identify and stabilize vulnerable community members by connecting families and individuals to resources that promote healthy living.
- Promote the Reimagining Our Libraries capital improvement projects at the Robbins Library and Fox Branch Library by working with Town leadership, appropriate departments, and library support groups.



# CULTURAL AND HISTORICAL ACTIVITIES

## COMMISSION FOR ARTS AND CULTURE

### Mission

The Arlington Commission for Arts and Culture cultivates a sustainable and supportive environment for the arts and enlivens public space with accessible creative experiences to strengthen and enrich our community, create opportunities for artists, and invigorate the local economy.

### Operations

ACAC is an umbrella organization including the following:

- Grants Committee (formerly the Arlington Cultural Council)
- Community Engagement Committee (formerly two separate committees, Public Art and Programs & Festivals)
- Cultural District Managing Partnership (CDMP)
- Representative of non-profit arts community from Arlington Center for the Arts
- Representative of business community from the Chamber of Commerce
- Representative of the local community of working artists, elected by ArtLinks
- Representative appointed by the School Committee
- Liaison from the Department of Planning and Community Development (DPCD)
- And 3 at-large members
- Liaison to the Poet Laureate Committee



In fiscal year 2020, ACAC leveraged a \$35,000 allocation from the Town to raise an additional \$27,193\* toward local arts and culture programming and infrastructure. In addition, the Grants Committee of ACAC administered \$16,000 in grants to local artists and arts organizations, for a total of \$43,193 of additional funding coming into the Town of Arlington to support audience experiences, local artists and arts and culture organizations, and local businesses by attracting potential customers to Arlington. ACAC works closely with the Department of Planning and Community Development (DPCD) and employs two part-time contractors, a marketing coordinator who promotes

Arlington-based arts and culture activities, and a public art curator focused on community engagement.

While the focus of this report is ACAC's work, it's important to note that ACAC is one part of a diverse community of arts and culture non-profits, for-profits, and individual artists striving to help Arlington thrive. During the pandemic, a key focus has been building infrastructure; amplifying messages of community, solidarity and safety; and serving as a resource and facilitator connecting state and municipal entities, businesses, organizations and artists for mutual support.



In 2020, some aspects of ACAC's strategic plan (see [ArtsArlington.org/About-Us/](https://ArtsArlington.org/About-Us/)) were significantly impacted by the pandemic, and ACAC spent much of Q2 retooling its programming schedule, operations plan, and communications channels. ACAC helped connect local businessowners and artists to create an impactful installation at Arlington Service Station (above) to promote mask-wearing and thank essential workers -- an effort spotlighted statewide by MassCreative as a model of effectively fostering municipal, cultural, and business sector partnerships to enrich neighborhoods through art.

Late summer and fall saw a proliferation of new art in public spaces including Walking Poetry; APS Youth Banners on Mass Ave; Go Out Doors - Neighbors,



## CULTURAL AND HISTORICAL ACTIVITIES

previewing a collaborative regional exhibition engaging towns throughout Greater Boston and Metrowest; mural, banner and window art to enliven three new Town parklets; resident-created Sidewalk Haiku in East Arlington; extension of the Arboreal Attire sculptures at Jason Russell House in partnership with the Arlington Historical Society; and Pathways installations by Christopher Frost, Resa Blatman and Michelle Lougee



on the Bikeway.

Overcoming enormous hurdles, the Town's first artist-in-residence - Michelle Lougee - and public art curator Cecily Miller completely retooled what was to be a highly interactive community-sourced Pathways project. In-person workshops were replaced by a highly effective virtual network of volunteer "craftivists" asynchronously co-creating materials for a huge 37-piece sculptural installation on the Bikeway - subject of a major feature in *The Boston Globe*. Called *Persistence: A Community Response to Pervasive Plastic*, the exhibit will be on view through October 2021 with programming planned through the Spring and Summer.

Similarly, the canceled Fox Festival Parade was re-envisioned as a virtual "Fox and Owl Festival" - a DIY art challenge engaging families in creating pictures and



videos at home to share online.

ACAC's ArtsArlington.org website, newsletter, and other communications channels remain a valuable resource for audience members discovering, and artists and arts organizations promoting, cultural activities. Despite a huge reduction in linking and content due to COVID-19, in 2020 website, newsletter, and social media traffic remained approximately level with the program-rich 2019.

Continuing to pursue its strategy to promote Arlington as a cultural destination, ACAC continued to diversify and grow its out-of-town audiences; 58% of its in-state web traffic came from outside of Arlington, and indeed, 28% of total U.S. web traffic came from 46 other states. Meanwhile, ACAC doubled its newsletter publication, and expanded its ArtsArlington brand to Instagram, Twitter, an interactive new Facebook discussion group and a new online auction platform. Virtual platforms enabled participants in public art workshops from as far away as Louisiana, and donors to bid in a fundraiser while traveling or quarantined.

ACAC is striving to diversify its audiences and participants, creating a taskforce to promote its Cultural Equity, Inclusion & Accessibility goals; recruiting several



new Commissioners and sub-committee members; and widening its regional media reach. ACAC programs have been featured in *The Boston Globe*, YourArlington.com, the *Advocate*, *Artscope*, *Art New England*, statewide tourism and arts media, and in several cultural updates on *ACMI News* and *Talk of the Town*. As one marked result, ArtsArlington's audience age demographics have shifted dramatically compared to past years, with significant increases in both younger (18-34) and older (over 55) visitors.

The Cultural District Managing Partnership contracted a local historian and digital production team to create a new walking tour of cultural district highlights, promoting tourism both through self-guided digital tours and eventual in-person tours. The tour will be available in Spring 2021.

The ACAC Grants Committee, a local council of the MCC, a state agency, received 41 applications, an increase of over 33% over 2019 applications, and funded 19 projects. Many of the grant recipients creatively pivoted their 2020 projects to online content and platforms due to Covid-19 restrictions on community spaces and events, providing continuity and accessibility to the programming funded by the Grants Committee.

Working with the Town, ACAC has advocated for artists on topics from studio space to COVID relief funding to temporary use of parks for arts instruction. The ArtLinks network has continued to provide monthly professional development opportunities and increase par-



# CULTURAL AND HISTORICAL ACTIVITIES

ticipation; its members list has grown to 190 and its private Facebook group now numbers over 310 followers.

ACAC had embarked on a strategy to expand collaborative program partnerships with organizations town-wide. A pre-COVID nonprofit summit at Old Schwamb Mill resulted in a Town Volunteer Fair, co-hosted with the Chamber of Commerce at the Masonic Temple. Drawing hundreds of visitors, the Fair featured performances



by Poet Laureate Steven Ratiner and multiple APS performing groups. Recognizing March as national Music in Our Schools month, APS educators Jing-Huey Wei, Paula Demetrio and Gregory Condakes was each honored with commendations from Representative Sean Garballey for work “as an Educator, Mentor and Leader, Skill as an Artist, and the Contribution You and Your Students Make to Arlington.” Two more nonprofit support convenings have since been held on Zoom.



Just a sampling of other partnerships include: Presenting the Poet Laureate’s Red Letter Poems Project, featured in *The Boston Globe*, with the Arlington Public Libraries and Arlington Center for the Arts; helping AHRC promote their Juneteenth Celebration and Black History Month art banners project; serving as regional partner of #ArtWeekMA; and participating in or collaborating with Amazing Arlington, AHNAPIC, Economic Recovery Task Force, DPW, AHS Black Alumni, Arlington Tourism and Economic Development, and East Arlington Business Cooperative projects.

## HISTORIC DISTRICT COMMISSION

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 approximately 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; Broadway, 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 structures. Each Commission consists of qualified volunteers appointed by the Select Board 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 2020 the Commissions met sixteen (16) times to hold hearings for property owners seeking approval for certificates for exterior work to be conducted on their properties or to discuss ongoing litigation. During the year they entered into Executive Session two (2) times to discuss pending or ongoing litigation. Part of the regular meetings included thirteen (13) Informal Hearings held for property owners seeking advice or resource information for work to be conducted and twenty-three (23) Formal Hearings. As a result of those meetings and additional CONA applications not requiring a hearing, twenty-eight (28) Certificates of Appropriateness (COA) and thirty-six (36) Certificates of Non-Applicability (CONA) to be undertaken were granted. In addition, there were two (2) Application Denials issued.

During the year the Commissioners worked on updating their Design Guidelines and figuring out how to offer remote meetings on Zoom due to the pandemic. Meetings were cancelled in March and April but regular meetings resumed in May with the addition of a second monthly meeting and a time constraint of 2 hours was eventually added for each meeting to help prevent Zoom fatigue.

# CULTURAL AND HISTORICAL ACTIVITIES

## HISTORICAL COMMISSION

The Arlington Historical Commission (AHC) was established in 1970 as the Town agency responsible for community-wide preservation planning as described in Massachusetts General Laws, Chapter 40, Section 8D.

The Commission is an advocate for historic preservation in Arlington and;

- Encourages appropriate maintenance and restoration of the Town's historic structures and open spaces.
- Educates and advises municipal departments, boards, commissions, and citizens on historic preservation and the significance of Arlington's historic buildings, landscapes, other historic objects, and landmarks.
- Provides guidance and advice to owners of historically significant properties.
- Participates in the management and maintenance of historic resources owned by the Town, e.g., Arlington Town Hall, the Whittemore-Robbins House.

In addition, the Commission reviews and acts upon any applications for building permits that involve changes to historically or architecturally significant structures in Arlington under the Town's demolition-delay bylaw.

To accomplish these goals, the Commission maintains Arlington's *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.

Due to the coronavirus shutdown, the Historical Commission did not meet in April and May, 2020 and has met via Zoom since June, 2020.

### Hearings and Property Monitoring

The Commission conducted formal hearings for thirteen inventoried properties in 2020: 20 Bartlett Avenue, 45 Bartlett Avenue, 18 Churchill Avenue, 18 Claremont, 51 Grove Street (Public Works Yard), 65 Lancaster Road, 476 Massachusetts Avenue, 83 Orvis Road, 18 Robin Hood Road, 38 Teel Street, 7 Village Lane, 58 Warren Street, 15 Whittemore Street.

Monitored properties included the ones listed above plus: 36 Draper Avenue, 32 Kensington Road, 44 Kensington Road, 44 Lockland Avenue, 81 Hillside Avenue, 3-11 Lakeview Street, 418 Massachusetts Avenue, 47 Mystic Lake Drive, 21 Teel Street, (preferentially preserved), 151 Warren Street, Whittemore Park.

In addition to property hearings, the Commission held formal hearings for approval of new signs in the Arlington Center National Register Historic District, - 478 Massachusetts Avenue, 683 Massachusetts Avenue. In the Arlington Heights Historical District a sign hearing was held for 71 Park Avenue.

Discussions were held for 2252 Gray Street, 295 Lake Street, 1165R Massachusetts Avenue (Theodore Schwamb Mill), 4-6 Newman Way, and 3 Robin Hood Road.

### Arlington Community Preservation Act (CPA)

The Historical Commission is actively supporting historic preservation grants approved by the CPA Committee and Town Meeting in 2019 and 2020. CPA-funded projects include the Jason Russell House, the Whittemore-Robbins Cottage, and the preservation of the Winfield Robbins Memorial Garden.

### 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.

### Website

The Commission continues to maintain its own website 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](http://www.arlingtonhistoricalcommission.org).

### Education and Outreach

Throughout the year Commissioners participate in activities that educate and inform citizens about historic preservation. Due to the pandemic, these activities were suspended.

### 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 Robbins Library, the Winfield Robbins Memorial Garden, 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 (Patrick Guthrie and Dianne Schaefer) the Arlington Historical Society (Pamela Meister), and the Arlington Community Preservation Act Committee (JoAnn Robinson).



# CULTURAL AND HISTORICAL ACTIVITIES

## CYRUS E. DALLIN ART MUSEUM BOARD OF TRUSTEES

The Cyrus Dallin Art Museum promotes new insights into our shared history by exploring the life, work, and values of this celebrated sculptor of Arlington. The Museum's mission is deeply informed by Cyrus Dallin's commitment to artistic expression, education and social justice. The museum makes art accessible to all and provides opportunities for learning and exploration.

Prior to the mid-March closure due to the COVID-19 pandemic, the Museum visitor numbers were up forty-one percent from the same period in 2019. Like other local businesses and non-profit organizations, the Board of Trustees looked to new ways that to provide services to members and visitors. The public meetings of the Board were held by remote participation via Zoom. The museum launched an online Virtual Tour produced by Blue Immersive Media. This 360-degree virtual walk through the museum galleries is supplemented with historical information and archival photographs. Online educational resources for children studying from home during the shut down were uploaded to the website. These include Picture Bingo, Memory Game, instructions for making Modeling Dough, and an Arlington Center Dallin Walking Tour.

In the fall, in-person small group tours for three to four people resumed and there was immediate and positive response by visitors waiting to return to the museum. These tours are currently on hold again during an increase in COVID cases in the area. Tours are tailored for adults and children with consideration for each group's area of special interest.

*Introductory view of the Cyrus Dallin Art Museum's Virtual Tour produced by Blue Immersive Media.*



### 2020 Achievements

- Launched an online Virtual Tour and made Virtual Learning resources available on the website.
- Acquired a sixteen-inch rare Gorham bronze cast of Dallin's *Medicine Man* as a future bequest and purchased an eight-inch bronze cast of *Signal of Peace*. These pieces represent important additions to the collection.
- Formed a Diversity, Equity & Inclusion (DE&I)

committee to develop new organizational goals and a formal statement. Partnered with the Massachusetts Tribe to write a Land Acknowledgement Statement. Collaborated with the Arlington Human Rights Commission (AHRC) on a panel discussion about Native American imagery in society. Embarked on a "Learning Journey" to engage with BIPOC artists, curators and cultural leaders to develop better understanding of DE&I issues as they relate to museums. Spoke in support of AHRC's Indigenous Peoples Day proclamation to the Select Board.

- Established a YouTube channel where past programs, feature videos, and news pieces can be viewed.
- Produced a new interpretive panel explaining the fifty-seven year quest by Dallin to complete the *Paul Revere Monument*.



(left) *Medicine Man*, c. 1918, bronze  
(right) *Signal of Peace*, c. 1930, bronze

### 2020 Activities and Programs

- Hosted sixteen local children for a Kids Sculpture Workshop including a gallery tour and hands-on creative learning of sculpting techniques.
- Completed a grant from the Arlington Cultural Commission with an online program to unveil the cleaned and restored French landscape painting by Dallin, entitled "Village Road, Auvers-sur-Oise."
- Participated in feature programming of NewTV (Newton, Mass.) with a behind-the-scenes tour, history, and discussion about the museum's founding and current activities.
- Attended the Arlington Volunteer Fair to provide information about volunteer opportunities at the Museum.

## CULTURAL AND HISTORICAL ACTIVITIES



Local children enjoy hands-on sculpting workshop and tour in February 2020.

### Future Goals

- Re-open for in-person tours and programming.
- Continue online programming measures as a way of reaching new and expanded audiences.
- Build relationships with Indigenous communities locally and in Utah to learn more about the Native American cultures and initiatives.
- Seek funding for the interior restoration of the Jefferson Cutter House.

### Recognizing Museum Founders

The Arlington Chamber of Commerce recognized James McGough and Geri Tremblay as Citizens of the Year in early 2020. Recipients of this award have demonstrated outstanding community leadership and citizenship and have improved the overall quality of life in Arlington through their work. Over thirty years ago James and Geri began working together to make the Dallin Museum a reality. Today they show no signs of slowing down. Jim continues to

attend municipal board meetings as Trustee Emeritus and Volunteer Docent Coordinator. One of his most enduring legacies will be the thousands of visitors he has converted into lifelong Cyrus Dallin fans with his infectious enthusiasm and engaging stories. When Geri retired from teaching, she embraced a new role as a full-time volunteer for the Dallin Museum. She serves on both the nonprofit and municipal boards. She plays a crucial role in every aspect of the Museum's operations, from collections cataloging and research, to education programming and strategic planning. Geri has developed lasting friendships with the Dallin family, sharing the Museum as a resource to connect them through their family history.



Geri Tremblay and James McGough (center) receive Citizens of the Year award from David Swanson (far left) and Beth Locke (far right) of the Arlington Chamber of Commerce.



# COMMUNITY DEVELOPMENT

## REDEVELOPMENT BOARD

The Arlington Redevelopment Board (ARB) is the Town's Planning Board, under G.L. c. 41, § 81. There are five members of the board: four are appointed by the Town Manager and the fifth is a gubernatorial designee appointed by the Massachusetts Department of Housing and Community Development.

The Board serves as the Town's special permit granting authority for projects, which require an Environmental Design Review per the Town's Zoning Bylaw; ten applications were approved by the Board in 2020. The Board completed two reviews that began in 2019, including for a new mixed-use building containing a 50-room hotel and restaurant on Mass Ave and a co-located medical and recreational marijuana dispensary on Mass Ave. Two of the 2020 reviews were for mixed-use buildings on Mass Ave. The ARB also reviewed a second recreational marijuana dispensary on Broadway, the expansion of Learn To Grow on Broadway, and facade improvements for a long-time vacant storefront on Mass Ave. Three signage reviews were completed: at TD Bank, at Taipei-Tokyo, and at Acitron, all on Mass Ave. The Board began reviewing another Mass Ave mixed-use building and River Street signage at the end of 2020. Many of these public hearings were completed virtually as required by social distancing guidelines resulting from the pandemic.

The ARB is also the Town's Urban Renewal Authority under G.L. c. 121; with Town Meeting approval, the Board may hold land or buildings to improve and rehabilitate them to meet community development goals. The ARB currently manages three properties: the Central School at 20 Academy Street, 23 Maple Street, and the Jefferson Cutter House at 611 Massachusetts Avenue, which includes Whittemore Park. Building tenants include the Senior Center, Mystic River Watershed Association, Arlington Chamber of Commerce, Arlington Center for the Arts, Dallin Museum, and Town departments.

Lastly, the ARB serves as the Board of Survey with authority to approve the design of roads for the purposes of ensuring that new building lots can meet zoning frontage and access requirements. There were no Board of Survey applications for consideration in 2020.

Construction began on the Senior Center in spring 2020 and is progressing even with the limitations of the pandemic. When completed in late spring 2021, the modern, expanded space on the ground and first floors will be dedicated to the Council on Aging, Arlington Senior Association, and community events and activities; the major building systems will be improved, including HVAC, electrical, restrooms, and the building exterior; and Health and Human Services Department, including Veterans' Services from Town Hall, will be relocated to renovated space on the 2nd floor. The building will also

become fully accessible and compliant with the Americans with Disabilities Act.

Two projects were completed in 2020 that took cues from the Master Plan. These two projects include the development of Residential Design Guidelines and the completion of the Economic Analysis of Industrial Zoning Districts. The preparation of the Residential Design Guidelines resulted in a highly usable document for residents, architects, and builders and informed a design review process for single- and two-family homes. The Economic Analysis of Industrial Zoning Districts resulted in proposed zoning amendments to modernize the industrial zoning district and create opportunities for redevelopment in these areas that include modern uses and sustainability measures. These amendments will be submitted for consideration by the 2021 Annual Town Meeting.

The Board has a range of goals for the upcoming year, including:

- Making capital improvements to properties in the Arlington Redevelopment Board portfolio, including significant renovations to the Central School and Jefferson Cutter House and adjacent improvements to Whittemore Park;
- Updating the Housing Production Plan;
- Continuing to work with the Select Board on community outreach and dialogue on the need to address housing issues, including creating and preserving housing;
- Advancing Zoning Bylaw amendments to future Town Meeting to encourage development and redevelopment opportunities to generate a full range of housing options for all incomes and housing types and also encourage mixed-use development, and new commercial development;
- Reviewing progress on implementation of the Master Plan, including developing a process to amend Master Plan goals and objectives; and
- Working with the Select Board, Conservation Commission, Historical Commission, Historic Districts Commission, Board of Health, Zoning Board of Appeals, Engineering, Inspectional Services, and Health and Human Services to ensure transparent, welcoming, and efficient permit review and delivery system.

In 2020 longstanding member Andrew Bunnell vacated his seat. Mr. Bunnell served the Board from 2013 through 2020. The Board is grateful for his service, particularly his leadership overseeing the development of the community's first Master Plan since 1966 and its implementation. The ARB also welcomed Katherine Levine-Einstein to the Board.



# COMMUNITY DEVELOPMENT

---

## DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT

The Arlington Department of Planning and Community Development (DPCD) oversees planning and community development activities within the town and is committed to improving the quality of life in Arlington by improving housing opportunities, transportation access, and economic development to enhance the vitality of our business districts, and preserving and promoting our community's natural, historic, and cultural resources.

The Department oversees many key town-wide initiatives including Master Plan implementation, the development of Connect Arlington, the Town's long-range transportation plan, net zero planning initiatives, and a range of efforts in our business districts. The Department administers the Town's federal Community Development Block Grant Program and has done so since the program's inception in 1974. The Department also provides staff support to many Town boards, commissions, and committees, including the Arlington Redevelopment Board (ARB), the Town's Planning Board and redevelopment authority. The ARB manages three Town buildings: Jefferson Cutter House with Whittemore Park, Central School, and 23 Maple Street.

Department staff also represent the Town on a number of regional bodies: the Boston Metropolitan Planning Organization (MPO); the Massachusetts Municipal Association Policy Committee on Municipal and Regional Administration; the North Suburban HOME Consortium; the Balance of State Continuum of Care; the Metropolitan Area Planning Council (Council, Executive Committee, Inner Core Committee, and MetroCommon 2050 External Advisory Committee, Metropolitan Mayors Coalition's Climate Preparedness Taskforce and Regional Housing Partnership); Mystic River Watershed Association Resilient Mystic Collaborative; and the Charles River Watershed Association Climate Compact.

The Department administers the Town's participation in the Commonwealth's Green Communities Act Program, which includes grants for energy efficiency totaling more than \$1.7 million since 2010.

DPCD has nine full-time and one per-diem staff. Staff support and participate in a range of Town committees, commissions and boards, and work with other departments in support of Town initiatives. The groups and projects with DPCD involvement include: Arlington Redevelopment Board; Conservation Commission, Master Plan Implementation Committee and working groups (Mill Brook Study Group, Historic and Cultural Resources Working Group, and Zoning Bylaw Working Group); Envision Arlington and its Task Groups; Open Space Committee; Bicycle Advisory Committee; Trans-

portation Advisory Committee; Housing Plan Implementation Committee; Arlington Tourism and Economic Development; Parking Advisory Committee; Clean Energy Future Committee; Energy Working Group; Arlington Center Merchants Association; Arlington Heights Merchants Association; Heights Neighborhood Action Plan Committee; Arlington Economic Development Recovery Task Force; Arlington Commission on Arts and Culture; Arlington Cultural District; the Arlington Chamber of Commerce; the Design Review Working Group; and the Complete Count Working Group.

The Department also represents the Town locally serving on the boards of the Arlington Chamber of Commerce and the Arlington Preservation Fund and regionally serving on the Boston Region Metropolitan Planning Organization (MPO), the Metropolitan Area Planning Council Executive Committee, Inner Core Committee, and MetroCommon External Advisory Committee, the Battle Road Scenic Byway Committee, the North Suburban HOME Consortium, and the Balance of State Continuum of Care.

The Department reviewed and approved 21 sign permits; reviewed and provided memos to the Zoning Board of Appeals on 16 dockets; and reviewed and provided memos to the Select Board on 6 license applications and 10 Small Cell Wireless facilities. The Economic Development Coordinator worked with the Select Board and the Arlington Economic Development Recovery Task Force to create two new COVID-responsive permitting and licensing processes to accommodate greater outdoor business activities during the pandemic. These programs shifted much of the permitting and licensing review away from Select Board approval to the staff level in order to expedite application processing. The Temporary Outdoor Fitness and Arts program served 24 businesses and the Town issued 17 Temporary Outdoor Dining licenses in 2020. Overall the Economic Development Coordinator assisted hundreds of businesses through email, phone calls, virtual forums and meetings, and one-on-one assistance throughout the pandemic.

During 2020 the Menotomy Weatherization Assistance Program was suspended. The Menotomy Weatherization Program had been part of the Department since 2007 and served eligible homeowners and renters in Arlington, Belmont, Cambridge, Lexington, Somerville, Waltham, and Watertown to make their homes more energy efficient. Working with the Massachusetts Department of Housing and Community Development and our utility partners, all of the clients served by the Menotomy Weatherization Assistance Program were transitioned to CAPIC, an agency that provides the same services for another territory in the Greater Boston area. The Department thanks the following staff for their service Carl Forgo, Brian Nichols, Gail Waitkunas, and Peter Walden.



# COMMUNITY DEVELOPMENT

We welcomed Mallory Sullivan in fall of 2020. Ms. Sullivan is the new Community Development Block Grant Administrator.

During 2020, DPCD staff worked with students at Northeastern University and the Massachusetts Institute of Technology (MIT). Staff served as local experts for graduate students in Northeastern's Big Data for Cities course. The Department also welcomed a Professional Affiliate from the MIT Department of Urban Studies and Planning through the SPURS Humphrey Fellow Program who provided additional support in the preparation for the 2020 Annual Town Meeting prior to the pandemic outbreak in March.

## 2020 Highlights

### Economic Development

The 2020 COVID-19 pandemic not only caused a public health crisis, but also triggered a global economic downturn. Public health requirements for social distancing placed unprecedented challenges on the business community to provide more physical space between customers and staff and to pivot their business models to meet the exigencies of the pandemic. Economic development staff in DPCD has worked with residents, business owners, Town departments, Boards, Commissions, nonprofits and other entities to provide resources for business owners and consumers in Arlington and beyond to ensure that Arlington's local businesses survive the pandemic and find ways to be more resilient and thriving in the future.

In the spring of 2020, once the shutdown began in March, the immediate responses to the pandemic were to disseminate regulatory communications to the business community via email and by creating a page on the Town's Economic Development webpage, COVID-19 Resources for Businesses and Nonprofits, a virtual one-stop-shop for information on regulations, grant programs, and other information for business owners and nonprofit administrators in town. The team then created an Arlington Open Business list, listing which businesses in certain sectors were open, their hours, contact information, and other pertinent details. In collaboration with the Arlington Chamber of Commerce, an online small business bingo contest was created as a fun way to encourage residents to support local businesses while so many were closed or operating on a very limited basis. The Town also issued two surveys to business owners early on to measure the impact of the pandemic on Arlington's businesses.

To guide the Town's economic development efforts in a collaborative manner, the Select Board authorized the creation of the Arlington Economic Development Recovery Task Force (Task Force). Comprised of senior Town officials and members of the business community representing a variety of sectors, the Task

Force's charge is to help inform Town leadership about authentic and pressing needs of the business community to create a recovery program that is responsive to actual needs on the ground. Part of the Task Force's efforts also happens in Working Groups representing key industries and initiatives: restaurants, retail, fitness, personal care, arts and culture, and marketing. These groups have been critical in creating and implementing the Task Force's most impactful programs in response to the pandemic for businesses.



One of the first efforts of the Task Force involved relaxing signage, parking, and vacant storefront bylaw regulations. These provided regulatory relief that made it easier for business owners to communicate with their customers without them entering the stores, provided easier access to the business districts for consumers who were doing more curbside business, and relaxed vacancy regulations on landlords with the intention of incentivizing them to work with their tenants during this period of economic disruption. With feedback from business owners, 15-minute parking zones were designated in areas with a concentration of businesses doing lots of curbside, take-out, and delivery business to provide lots of turnover in front of their locations.



Regionally, Arlington was one of five communities to work with the Metropolitan Area Planning Council (MAPC) on their Municipal Small Business Response Working Group, which led to the creation of their "Small Business Support Plan." The Town is also working to

# COMMUNITY DEVELOPMENT

---

craft a local response for the arts and culture sector in collaboration with MAPC in their Arts and Culture Indicators Project, which seeks to measure the economic impact of local arts organizations to guide their recovery from the pandemic and to underscore the enduring and positive impact the arts and arts organizations have on our local economy.

Throughout the course of the pandemic in 2020 the Town issued three different surveys to the business community to measure the impact of the pandemic on them. And in June of 2020 the Town issued an Arlington Consumer Survey to measure the concerns of people who patronize Arlington businesses. The survey proved an invaluable resource for business owners and Town staff alike, helping to guide the amenities the Town chose to provide support to the economic ecosystem in town. Based on data collected in the Arlington Consumer Survey, economic development staff created the Temporary Outdoor Dining License program to allow expedited approval for outdoor seating for restaurants. 17 restaurants participated in this program in addition to the existing 10 sidewalk cafe licenses that are renewed on an annual basis. The Temporary Outdoor Fitness and Arts permit program, which allowed fitness- and arts-related businesses in town to safely conduct classes outdoors in local parks, served 24 businesses and many more residents who accessed safe outdoor fitness and arts programs through it.

The Marketing Working Group of the Task Force launched the Shop Arlington First campaign in September to support the small business community through the fall and the holiday season. This campaign involved direct mail to every household in Arlington, yard signs for residents, the creation of the ShopArlingtonFirst.com website, opt-in text marketing with special offers from participating businesses, banners on Mass Ave in the Center and East Arlington, and via email. This campaign relied on strong partnership between the Town and the Arlington Chamber of Commerce, and it will carry on throughout the pandemic and into the future.

In the late summer of 2020 the Town applied for a MassDOT Shared Streets and Spaces grant to create public parklet seating areas for outdoor dining and passive use. The grant was awarded and in the fall parklets went up on Alton Street, Medford Street and Park Terrace, and on Mass Ave in Arlington Heights. There was also a fourth installation of bicycle racks and lighting along Old Mystic Street near Whittemore Park. Parklets included some combination of seating, lighting, and public art and were successfully used through the end of November. The Town now owns the equipment purchased through this grant program and will continue to use it to accommodate outdoor dining and social distancing weather permitting.

Later on in the year, efforts to support businesses through the pandemic continued when the Select Board,

at the recommendation of Economic Development staff, voted to reduce alcohol licensing fees by 50% for restaurants and clubs and to waive them entirely for the Capitol and Regent theaters. The Department of Planning and Community Development began collaborating with the Information Technology department to kickstart an Application Modernization project, which is intended to convert many applications that businesses and others use for acquiring licenses and permits from the Town into digital formats and streamlined, online processes. Arlington collaborated on a grant application with Lexington and Bedford through the Commonwealth's Massachusetts Downtown Initiative for a COVID-19 Local Rapid Recovery Planning program to create a COVID-19 economic development plan based on the shared resource of the Minuteman Bikeway. Over the course of 2020 the Town gave presentations on its COVID-19 response for the AARP Livable Community program on accessibility in parklets, for the Southern New England Chapter of the American Planning Association (SNEA-PA), and an APA webinar about safe and slow streets.

Aside from COVID-19-related work, the Department advanced Phase I of the Whittemore Park project toward implementation in the spring of 2021, gaining key approvals from the Arlington Historical Commission and the Massachusetts Historical Commission. The Department managed communications between the Public Works Department and business owners in the Center about the Arlington Center Sidewalk Improvement project, which took place over the course of the summer of 2020. The Department submitted an application to the Federal Highway Administration to attain Federal Scenic Byway Status for the Battle Road Scenic Byway, applying for the agency's highest designation as an All-American Road.

## Transportation Initiatives

DPCD continued to work on many critical transportation initiatives in 2020, despite the COVID-19 pandemic. These include managing the expansion of the Bluebikes regional bike share system to Arlington; responding to mobility issues brought on by the COVID-19 pandemic; overseeing the development of Connect Arlington, the Town's Sustainable Transportation Plan; and supporting the work of Town committees and Town transportation projects. DPCD has been involved in major transportation projects that took place in Arlington this year, including the Arlington Center Sidewalk Project and the Lake Street/Minuteman Bikeway signal project, and in planning for new projects, such as the state-funded Safe Routes to School project for the Stratton Elementary School neighborhood. DPCD works closely with the Transportation Advisory Committee (TAC), Bicycle Advisory Committee (ABAC), Parking Advisory Committee (PAC), and the Boston Metropolitan Planning Organization (MPO).

# COMMUNITY DEVELOPMENT

## *Shared Streets and COVID-19 Mobility Response*

The pandemic created changes and shifts in traffic patterns that could not be foreseen. Traffic volume was down significantly in the region, especially in the early months of the pandemic. Unfortunately, as traffic volumes in the state decreased, traffic speed increased and the rate of traffic crashes doubled in April 2020. At the same time social distancing guidelines to limit the spread of the virus required pedestrians to walk in the street to avoid other pedestrians on narrow sidewalks. The Town began testing the “shared streets” model in May 2020 to both slow down traffic and allow for greater mobility of people biking and walking to make social distancing easier. The shared streets pilot on Brooks Avenue in East Arlington was successful in limiting traffic volumes and speeds on Brooks Ave while encouraging residents to use their streets for walking and biking. The Town received a grant from the Massachusetts Department of Transportation (MassDOT) Shared Streets and Spaces Grant Program in fall 2020 to perform a follow-up shared streets project on Mary Street, also in East Arlington. The Mary Street project included testing additional traffic calming strategies to slow traffic at intersections. DPCD is in the process of analyzing data from the Mary Street pilot project, but preliminary results indicate that it was successful in slowing traffic and reducing traffic volumes on Mary Street.

The pandemic also required using sidewalks and street parking differently to accommodate a need for greater outdoor seating to support economic recovery, especially for restaurants. DPCD assessed the transportation impacts and accessibility of these proposed changes to ensure the safety of the traveling public while supporting innovative uses of public space.



*Temporary roundabout piloted at intersection of Mary Street and Burch Street - photo Phil Goff*

## *Permanent Bus Lane on Mass Ave*

Town staff continue to monitor the Mass Ave bus priority lane that operates in the parking lane on the eastbound section of Mass Ave between Varnum Street and Alewife Brook Parkway that was installed in fall 2019. This bus lane serves MBTA routes #77, #79, and #350 and operates Monday through Friday, 6:00 a.m. to 9:00 a.m. The Town continues to learn how to

manage, operate, and maintain the many elements of the dedicated lane, which will be instructive for future bus priority improvements around the town.

Although COVID-19 resulted in substantial changes to traffic and public transportation in 2020, Arlington continues to be committed to bus priority improvements for travel time, reliability, and ease of access.

## *Bike Share*

The Town became part of the Bluebikes regional bike share program in the fall with the first four stations open in September 2020. Even before the announcement from LimeBike in early 2020 that the regional dockless bike share program was being suspended, DPCD had been working with staff in the Cities of Newton, Chelsea, and Watertown to apply for regional and state grant funding to cover the cost of a Bluebikes expansion. In spring 2020 Arlington learned that it had received \$80,000 in state funding from the Workforce Transportation Grant to expand Bluebikes bike share. This, combined with \$20,000 approved by the 2020 Annual Town Meeting, was used to fund the Town’s share of start-up costs for the expansion. The company Lyft, the owner of the Bluebikes operator Motivate, subsidized the expansion at a cost of more than \$100,000. Over the summer the Town finalized a two-year contract with Motivate and selected locations for six Bluebikes stations in East Arlington and Arlington Center. Five were installed, with the sixth to be installed near Broadway Plaza in spring 2021.

Arlington has so far been one of the most successful expansion communities based on trips taken. As of the beginning of January, almost 1,900 Bluebikes trips have been taken in Arlington, with the stations at the Railroad Lot and the Minuteman Bikeway and Linwood Street at the Minuteman Bikeway being the most popular.



*Bluebikes Station at Linwood Street and the Minuteman Bikeway*

More Bluebikes stations are planned for installation over the course of 2021. The Town has received \$80,000 in Community Connections Grant



# COMMUNITY DEVELOPMENT

---

funding from the Boston Region Metropolitan Planning Organization that is available in October. The Town is also considering additional grant opportunities and long-term local funding for the program. New stations are expected to expand the program further west towards Arlington Heights, as this was a frequent comment of residents during the public engagement for selecting stations in summer 2020.

## *Sustainable Transportation Plan (Connect Arlington)*

One of the most important initiatives DPCD worked on in 2020 was the development of the Town's Sustainable Transportation Plan, known as Connect Arlington. Connect Arlington will be a town-wide transportation plan with a 20-year vision that addresses and balances the needs of all transportation modes. It will emphasize transitioning everyday travel to environmentally-sustainable modes such as walking, bicycling, public transportation, rideshare, micro-mobility, and emerging low-carbon technologies, including electric vehicles. Funding for this project was approved at the 2019 Annual Town Meeting. Despite the challenges imposed by the COVID-19 pandemic, the Town hired Nelson/Nygaard Consulting Associates to assist with the development of Connect Arlington including reviewing data on existing conditions and conducting surveys and focus groups with residents; compiling a Transportation Factbook as well as a Public Engagement summary; developing a vision for the future transportation system; recommending strategies for meeting the goals of the plan; and incorporating metrics to track progress on plan implementation and success.

Public engagement has been a critical element of developing Connect Arlington. The COVID-19 pandemic required the Town and Nelson/Nygaard to adapt to new methods of public engagement and adjust our plans for reaching out to residents. A key partner in the development of the plan has been the Sustainable Transportation Plan Advisory Committee (STPAC), which is made up of citizen representatives from existing transportation-related Town committees, business owners and residents, local advocacy groups, and several key Town Departments. Public engagement has included seven meetings of the STPAC, two online surveys, several virtual focus groups on specific transportation topics, direct outreach to residents of the Arlington Housing Authority, and two online forums, one in the summer and one in the fall.

## *Safe Routes to School*

The Town supports safe walking and bicycling for children to reach their schools to increase their daily physical activity; reduce traffic congestion around schools during drop-off and pick-up times; reduce environmental pollution from vehicle emissions; and promote traffic safety for all street users. DPCD works with

the Transportation Advisory Committee, the Massachusetts Safe Routes to School (SRTS) program, and other Town departments to ensure that all schools have safe and accessible routes for children to walk and bicycle to school year-round.

In March 2019 Arlington was awarded grant funding for a SRTS infrastructure project along with 14 communities in the state. The proposed project will provide a fully accessible walking route with safe roadway crossings for children and others walking to Stratton Elementary School along Hemlock Street between Brattle Street and Dickson Avenue and Dickson Avenue between Hemlock Street and Pheasant Avenue. This will include new curb ramps, new sidewalks, sidewalk repairs, and pedestrian crossing improvements. The estimated project cost, of which the design and construction are fully funded through MassDOT, is \$993,289. Funding for this project is programmed in Federal Fiscal Year 2024, which begins October 1, 2023. MassDOT, which is overseeing the project design and construction, will begin project development work in early 2021.

The Town engaged with the Massachusetts SRTS program in 2020. The program has several regional coordinators around the state to assist municipalities with a variety of issues around school travel. A travel survey was sent to all the public elementary and middle schools in Arlington in early 2020 to gather information from parents on how their children travel to school. Unfortunately, the COVID-19 pandemic substantially affected the travel to school pattern and the survey received a low number of responses. Although many children are learning remotely or in a hybrid fashion, the Massachusetts SRTS program continues to assist communities and has conducted an arrival/dismissal review for Dallin Elementary and expects to do the same for Thompson Elementary in 2021.

## *Complete Streets*

The Lake Street/Minuteman Bikeway signal project, a key priority in Arlington's Complete Streets Action Plan, is now substantially complete. Construction began in summer 2020 and was almost complete by late fall. The improvements to the intersection of Lake Street and the Minuteman Bikeway included the installation of a new vehicle/pedestrian/bicycle signal at the intersection that is coordinated with the signal at Brooks Avenue and Lake Street, which was also upgraded. The project also created a separated crossing for bicyclists and pedestrians on the Bikeway, created new gathering and sitting areas along the Bikeway near the intersection, improved sight lines for drivers and Bikeway users, new signage and pavement markings, handicap access improvements, and vegetation maintenance. Bikeway users and drivers on Lake Street should now expect to obey the new traffic signal at this intersection when crossing. This project was made possible by \$750,000

# COMMUNITY DEVELOPMENT

in funding approved by the 2019 Annual Town Meeting. Landscaping and additional lighting were designed during the project development but were not funded in the Town Meeting appropriation. However, leftover grant funding from the Mary Street Shared Street project is being utilized to purchase bike racks and benches included in the landscaping plan and will be installed in spring 2021.

Bike lanes on Lake Street between Colonial Drive and the Minuteman Bikeway were striped as well. Bike symbols and signage will be installed in spring 2021.



*Intersection of Minuteman Bikeway and Lake Street, December 2020*

Future Complete Streets projects include traffic calming and pedestrian accessibility improvements on Lowell Street near Reservoir Beach; improvements to the Medford Street Rotary; and pedestrian improvements on Park Avenue.

## *Boston MPO*

Arlington continues to be an active participant in the Boston Region Metropolitan Planning Organization (MPO). DPCD staff attends MPO meetings representing the Chair of the Select Board, John Hurd. The Boston MPO is responsible for conducting the federally required metropolitan transportation planning process for the Boston metropolitan area. The planning process is necessary to develop a vision for transportation in the region and to decide how to allocate federal and state transportation funds to transportation programs and projects that improve roadway, transit, bicycle, and pedestrian infrastructure. In 2020 the MPO approved a new Transportation Improvement Program (TIP), which is updated annually; made substantial revisions to selection criteria for projects that are reviewed for inclusion in the TIP; endorsed a new Disparate Impact/Disproportionate Burden Policy; and approved work on new studies related to vehicle trip generation from new developments, curbside management, travel demand management strategies, and corridor analyses for local and regional roadways. These studies are conducted

by the Central Transportation Planning Staff (CTPS), which provides staff support to the MPO.

Arlington continues to be involved with the development of the plans and studies in the region, including the TIP, the Unified Planning Work Program, and other projects.

## *Arlington Center Sidewalk Project*

The Arlington Center Sidewalk Project is now complete. The limits of the project were Mass Ave between Pleasant/Mystic Street and Franklin Street; Franklin Street from Mass Ave to just north of Broadway; and Broadway from Broadway Plaza to just beyond Franklin Street. The project began in mid-summer 2020 and was completed in late fall. Improvements included removing the brick sidewalks and replacing them with concrete sidewalks, upgrading curb ramps and improving ADA accessibility, and removing and replacing street trees. The new sidewalks also have a decorative stamped concrete border that looks like brick. The Department of Public Works is replacing light poles and light fixtures through the limits of the project, which is currently ongoing. The reconstruction of Broadway Plaza was not part of this work because an upcoming Massachusetts Water Resources Authority project will replace a major water pipe directly under the Plaza. This MWRA project was scheduled to begin in 2021, but has been delayed until the winter of 2022 due to the COVID-19 pandemic. Broadway Plaza will be reconstructed after the MWRA completes their work in spring 2021.



*New sidewalks framed with faux brick improve accessibility while giving a nod to historical elements are a feature of the Arlington Center Sidewalk Project*



## Arlington Residential Design Guidelines



Prepared For:  
Town of Arlington  
Department of Planning and  
Government Development

Prepared By:  
Harriman

Revision: 10/20

### Design Review Working Group

In December of 2019, the Design Review Working Group began working with the Department of Planning and Community Development and project consultant, Harriman, to assist the community in identifying design preferences residential construction and additions in Arlington's low density residential zoning districts (R0, R1, and R2). A town-wide survey receiving more than 1200 responses was administered in May to understand the community's visual preferences, followed by a number of engagement opportunities for understanding community preferences, exploring key design issues in residential construction, and establishing the guidelines. The project culminated in December, 2020, with the completion of the final draft of the Residential Design Guidelines. These guidelines set expectations for the community, provide guidance through text and visuals how to meet the standards established by the guidelines, and articulate a process by which design proposals can be reviewed and evaluated. Funding for this project was appropriated by the 2019 Annual Town Meeting.

### Complete Count Working Group

In 2019 DPCD worked to establish the Complete Count Working Group (CCWG) to promote and encourage residents to respond to the 2020 Census. In 2020, the CCWG implemented its Census awareness campaign by meeting with community leaders, conducting outreach to residents, businesses, the faith community, schools, and daycares, holding an educational forum with Census experts on the historical and present-day challenges to the the Census at the Robbins Library, and hosting a poster design challenge with Arlington High School Students.



Student posters were displayed in the front of Town Hall and throughout the High School.

Thanks to a highly engaged and supportive community, and to the leadership of the CCWG, Arlington's self-responses rate for the 2020 Census was 82.6%, a full five points higher than its response to the 2010 Census. Census canvassers completed the remainder of the count, with the Census Bureau reporting that more than 99.9% of all addresses in the Area Census Office region have been accounted for. Thank you to Noah Sweder, Patricia Lieberman, Lauren Ledger, Ellen Lawton, Brucie Moulton, Kristine Shah, Adam Kurowski, Christine Bongiorno, Jillian Harvey, Anna Litten, Karen Foley, Julie Dunn, Joan Roman, Erin Zwirko, and Kelly Lynema for their work to ensure all Arlington residents were counted.



### Amazing Arlington

In the early days of the COVID-19 pandemic, DPCD and the Town's GIS Administrator issued a town-wide call for volunteers to help keep the Arlington community safe, informed, and socially connected. More than 80 community members in precincts across town responded, forming the group Amazing Arlington. Amazing Arlington served as a Town sponsored initiative with the mission of developing community-wide programs and activities that offer safe community connection while mitigating the negative feelings of social distancing and isolation, beginning with 6 Feet at 6 PM. Volunteers worked to connect residents in need with organizations, information, tutorials, and Town departmental services that provide additional assistance. Volunteers also served as a key point of contact for distributing information from the Town on opportunities to engage, new public health information, and sharing information about financial support programs to businesses and individuals in need.



# COMMUNITY DEVELOPMENT

## Energy Conservation and Climate Change Mitigation

### *Energy Conservation*

In 2010, Arlington was named a Green Community by the state Department of Energy Resources. This designation was in recognition of the work that Arlington has done in the past to reduce energy usage, and the plans it had to further reduce energy use in the future. Arlington has substantially benefited from competitive Green Communities grants from the Green Communities Division, having received seven grant awards over the past eight years with a cumulative total of \$1,773,761, among the highest grant totals in the state. The most recent grant award of \$100,000 was received in 2020 and was used to replace inefficient lighting fixtures with high efficiency LEDs at the Hardy and Peirce Elementary Schools. These two projects are projected to save \$18,844 cumulatively in electricity costs and reduce energy use by 89,734 kWh annually. The project at Hardy Elementary completed a multi-year effort to convert all school lighting to LED.

### *HeatSmart*

In January of 2020 Arlington concluded the HeatSmart campaign which had begun in March 2019. The HeatSmart campaign promoted clean heating and cooling technologies to Arlington residents and businesses, including heat pumps, solar hot water, and modern wood heating systems. This campaign was planned and executed in partnership with the Town of Winchester, the Massachusetts Clean Energy Center, and the Massachusetts Department of Energy Resources. HeatSmart was a bulk purchasing and educational campaign to encourage residents to install highly efficient, all-electric heating and cooling technologies, as well as central wood pellet boilers. The Arlington-Winchester HeatSmart campaign was highly successful, resulting in the installation of more clean heating and cooling systems, especially air source heat pumps, than any other HeatSmart campaign anywhere in the state. Extensive information about clean heating and cooling technologies continues to be available on the Arlington-Winchester HeatSmart website at [www.heatsmartaw.com](http://www.heatsmartaw.com).



Local artist Maria Lobo (left) with DPCD Economic Development Coordinator Ali Carter (right). Ms. Lobo painted this mural as a gift to the Clean Energy Future Committee.

### *Clean Energy Future Committee*

The Clean Energy Future Committee (CEFC) was created by the Select Board on July 16, 2018. The mission of the CEFC is to guide the Town of Arlington to a future where, by 2050, net emissions of carbon dioxide and other greenhouse gases attributable to all sources in Town are net zero.

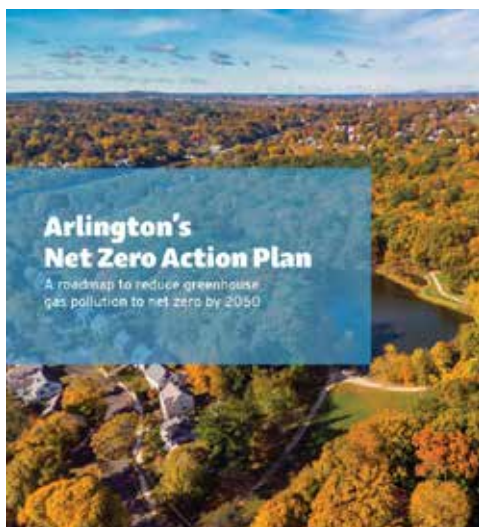
The Committee is charged with identifying short and long-term energy goals; facilitating research studies, projects and collaborations; enlisting the support of residents and businesses; recommending changes to laws and regulations; seeking state and local funding; and taking any other actions necessary for Arlington to achieve net zero carbon emissions by 2050.

The Committee includes three members of the Department of Planning and Community Development: the Energy and Project Manager, Environmental Planner and Conservation Agent, and Senior Transportation Planner. There are currently 10 other members. The Committee met 12 times in 2020.

### *Net Zero Planning*

In 2018, the Select Board voted to commit Arlington to becoming carbon neutral by 2050 (net zero emissions of greenhouse gases from all sources). Following this vote, Arlington and three municipalities began working with the Metropolitan Area Planning Council (MAPC) after receiving a Planning Assistance Grant from the Executive Office of Energy and Environmental Affairs to develop greenhouse gas inventories and net zero plans for each community. It is anticipated that the Net Zero Plan for Arlington will be completed during the first quarter of 2021. The following progress was made on the Net Zero Plan during 2020:





The Net Zero Action Plan is scheduled for completion in 2021.

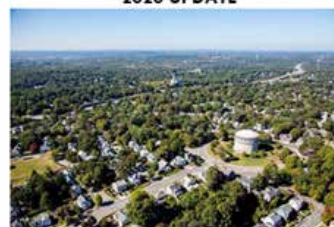
- The Town, working with MAPC, completed a comprehensive greenhouse gas inventory based on data from calendar year 2017. This inventory revealed that a total of 284,078 metric tons of carbon dioxide equivalent were released from all sources in Arlington in 2017, primarily from the buildings and transportation sectors;
- The Committee completed several drafts of the Net Zero Roadmap chapter of the Net Zero Action Plan. The Roadmap contains 31 greenhouse gas mitigation measures in the areas of Net Zero Buildings, Zero Emissions Mobility, and Clean Energy Supply; and
- The Committee conducted public outreach on the Net Zero Action Plan, and incorporated numerous suggestions from a wide range of stakeholders to improve the Plan. Outreach included:
  - A digital Town-wide Net Zero survey in June and July with 667 participants;
  - An online Virtual Open House conducted during November that allowed participants to explore each section of the Net Zero Plan at their own pace, with 355 participants; and
  - Presentations to numerous stakeholder groups in Town, including several Town boards and committees, several Town departments, local climate action groups, builders and developers, affordable housing organizations, and automobile dealerships. Stakeholder outreach will continue through early 2021.

## Environmental Planning

### Hazard Mitigation Plan Update

Arlington's Hazard Mitigation Plan was initially adopted in 2012. Per Federal Emergency Management Agency (FEMA) requirements, hazard mitigation plans need to be updated every five years in order to remain eligible for federal disaster mitigation and recovery funding. In 2018 Arlington received funding from the Massachusetts Emergency Management Agency (MEMA) to update the Town plan. Over 2019 Arlington updated the plan through public engagement and technical analysis, with technical assistance from the Metropolitan Area Planning Council. The goals established through Arlington's Municipal Vulnerability Preparedness planning process, Open Space & Recreation Plan, Master Plan, and the regional resilience collaborations Arlington participates in were integrated into the updated plan. The Select Board adopted the updated Hazard Mitigation Plan on May 17, 2020.

### TOWN OF ARLINGTON HAZARD MITIGATION PLAN 2020 UPDATE



## Wellington Park & Mill Brook

In 2018, Arlington received an Executive Office of Energy and Environmental Affairs Municipal Vulnerability Preparedness MVP action grant in the amount of almost \$400,000 to increase flood storage capacity in Wellington Park, along Mill Brook. This increased flood storage capacity is approximately 70 cubic yards. Project construction included building the flood storage channel, removing invasive plant species, building a boardwalk, installing a porous asphalt pathway, and installing educational signage. In 2020, Arlington and the Mystic River Watershed Association (MyRWA) led the design effort for the last phase of this project, to improve the recreational amenities of the park. The final design includes extending the porous asphalt pathway through the park to the existing bridge over Mill Brook, the construction



# COMMUNITY DEVELOPMENT

of an exploration play area, the installation of a biobasin, and replanting of native riverine plants along Mill Brook. The final phase of this project will begin construction in 2021. The final design for this project was funded through a Community Development Block Grant (\$100,000) and the final construction will be funded through a Community Preservation Act grant (\$325,000) and Judy Record Fund grant (\$20,000).

## Stormwater Management

In close coordination with the Engineering Division, DPCD works to improve stormwater compliance throughout town. Massachusetts recently revised its stormwater permitting, creating more stringent regulations for nonpoint-source pollution transported through municipal stormwater systems. In 2020, DPCD worked with the Engineering Division to update the Town's Stormwater Management Bylaw.

In 2020, Arlington received a Coastal Pollutant Remediation Grant from the Office of Coastal Zone Management (CZM) to install stormwater infrastructure in East Arlington. This grant was awarded with the partnership of the Mystic River Watershed Association (MyRWA) and the Town of Lexington. The grant will fund the construction of more than 20 infiltration trenches in East Arlington. The trenches will reduce the amount of pollutants entering Alewife Brook and the Mystic River, improving compliance with the state stormwater permit. The infiltration trenches will be constructed in 2021. This grant expands on another CZM grant awarded to Arlington and MyRWA in 2019, through which two rain gardens and twenty trenches were constructed in East Arlington in 2020.



*Infiltration trenches constructed in East Arlington connect to existing catch basins. Infiltration trenches collect stormwater runoff and remove pollutants before the stormwater enters the municipal stormwater system and travels to a water body, like Alewife Brook.*

## Regional Resilience and Adaptation

Arlington is a member of three regional resilience collaborations: the Metropolitan Area Planning Council Metro Mayors Coalition (MAPC MMC); Resilient Mystic Collaborative (RMC) facilitated by MyRWA; and the Charles River Climate Compact (CRCC) facilitated by the Charles River Watershed Association. As a member of these three collaborations, Arlington has committed to climate adaptation and resilience building actions and goals. These actions and goals focus on building capacity for stormwater management, renewable energy, urban heat island mitigation, floodwater retention, public engagement around resilience building, and inter-municipal project and policy alignment. Many of the climate change vulnerabilities that Arlington suffers from are impacting our neighboring communities as well. These regional collaborations strengthen Arlington's resilience through knowledge-sharing and regional projects that more efficiently leverage funding and technical opportunities.

Arlington is the chair community for the RMC's Upper Mystic Stormwater Working Group. Through its participation in this working group, Arlington and other Mystic Watershed communities have received two regional Municipal Vulnerability Preparedness (MVP) grants to identify locations for and design large-scale green infrastructure in the watershed. Total MVP funding thus far amounts to \$1,020,000.

Additionally, the Town of Arlington, on behalf of the RMC, was awarded \$186,200 from the MVP Program for Fiscal Year 2021 for the Wicked Hot Mystic Project. The Town will lead this project with RMC communities and the Museum of Science to mitigate extreme heat throughout the Mystic River Watershed. The Wicked Hot Mystic Project consists of three parts. Citizen science efforts will measure and map ground-level heat and humidity data through community data collection. Using this data, public education materials will be created and public engagement events will be held to inform the communities within the watershed of the most vulnerable areas. Finally, participating communities will work with local artists to create public art, such as poetry, stories, photos, and other visual representations to engage more residents impacted by extreme heat events.

## Housing Initiatives

The Town of Arlington continued its strong support of affordable housing during 2020. The Housing Plan Implementation Committee (HPIC) continues its work to implement the goals of the Housing Production Plan (HPP) and will be participating in the update of the HPP in 2021.

The HPIC was successful in bringing the establishment of a Municipal Affordable Housing Trust Fund MGL c.44 s.55C to the Special Town Meeting. The Spe-



# COMMUNITY DEVELOPMENT

cial Town Meeting adopted the legislation and created a new Town Bylaw to establish the Trust Fund and Board of Trustees. The HPIC continues to help advance initiatives to create and preserve affordable housing.



*The RMC meeting in the Arlington Senior Center to identify locations for large-scale green infrastructure, such as constructed wetlands.*

DPCD worked on a Fair Housing Action Plan with assistance from the Metropolitan Area Planning Council (MAPC). The Fair Housing Action Plan will include an Analysis of Impediments to Fair Housing Choice (AI), as currently required by the U.S. Department of Housing and Urban Development (HUD). It will also incorporate some elements of an Assessment of Fair Housing, as previously required under the Affirmatively Furthering Fair Housing Final Rule, to more deeply understand the Town's fair housing issues and to proactively identify strategies to address them. The plan will identify and prioritize contributing factors to fair housing barriers and will set fair housing goals and priorities to address these contributing factors. The plan will be completed in early 2021.

DPCD, in coordination with the North Suburban HOME Consortium and the seven other communities that are a part of the consortium, completed the Consolidated Plan. The Consolidated Plan creates a 5-year strategic plan for spending CDBG and HOME funds on affordable housing and community development activities. HUD approved the Consolidated Plan in June 2020. It is in effect for five years, expiring in June 2025.

Lastly, DPCD participated in the completion of the merger of the Somerville/ Arlington Continuum of Care (CoC) and the Balance of State CoC through active participation in this committee. A CoC promotes a commitment to the goal of ending homelessness, provides funding for these efforts by nonprofit providers and local governments to rehouse homeless individuals and families, promotes access to mainstream programs, and promotes self-sufficiency among individuals and families experiencing homelessness. Merging with the Balance of State CoC enables providers in these two communities to access resources in a larger region and refer clients to a wider range of services in Massachusetts.

Additionally, multiple developments that include affordable housing units, moved forward:

- 20 Westminster Avenue. HCA completed the renovation of this former church into nine units of affordable housing, and tenanted the building in mid-2020, including two units for formerly homeless households.
- Downing Square. HCA began construction of 34 units of affordable housing at 19R Park Ave, and is anticipated to be completed in mid-2021.
- 117 Broadway. Simultaneously, HCA began construction of 14 units of affordable housing at this property, including the ground floor dedicated to Arlington Eats market. It is also anticipated to be completed in mid-2021.
- 483 Summer Street. The mixed-use building at 483 Summer Street was completed. The one unit of affordable housing was offered through a lottery for which nearly 200 applicants applied. The unit was tenanted in mid-2021.
- Thorndike Place. This Chapter 40B development was returned for permitting by the Zoning Board of Appeals in 2020. The 176-unit project includes 44 affordable units.
- 1165R Mass Avenue. This 130-unit project, including 33 affordable units, received a Chapter 40B Project Eligibility Letter from MassHousing in November. The Comprehensive Permit was submitted to the Zoning Board of Appeals in late 2020.

Finally, the Assistant Director of Planning and Community Development worked with owners, eligible purchasers, and the Massachusetts Department of Housing and Community Development to shepherd three affordable homeownership units through the affordable resale process. Two units closed in 2020 and the third will close in early 2021.

## COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)

This year, the Community Development Block Grant (CDBG) program supported numerous public facilities and parks projects intended to create safer, more accessible, and more inclusive spaces. CDBG enabled progress on the Wellington Park ADA-compliant trails and access project, the Town Hall Plaza ADA-compliance project, the Department of Public Works ADA-compliant ramps project, and the Lussiano Playground reconstruction project. Two nonprofit organizations addressing food insecurity, Food Link, Inc. and Arlington EATS, also received funding for their respective site work. The Housing Corporation

# COMMUNITY DEVELOPMENT

of Arlington made capital improvements to existing properties in its portfolio.

In 2020, CDBG funded eight public service agencies to assist low-to moderate-income individuals and families with daily transportation, access to jobs, food security, scholarships to athletic and summer camp programs, tutoring services, and access to mental health and adult day health services. CDBG funds enabled these social service agencies to support 1457 Arlington residents.

Supplemental to the initial CDBG annual entitlement allocation, special funds designated through the Coronavirus Aid, Relief, and Economic Security (CARES) Act provided additional funds for tenant assistance, business assistance, and public services totaling \$980,388. This funding, CDBG-CV, enabled public service agencies supporting those impacted by the COVID-19 pandemic to assist an additional 18,360 residents. With this funding, Food Link, Inc. and Arlington EATS helped families confronting food insecurity and the Arlington Boys and Girls Club provided additional childcare services.

CDBG-CV also supported residents and small business owners during the pandemic. The Emergency Tenant Rental Assistance program helped 88 individuals and the Housing Corporation of Arlington aided 21 people in maintaining stable housing. The Arlington Microenterprise program supported the small business community with grants of \$10,000 to 25 businesses.



## Menotomy Weatherization Assistance Program

During 2020, the Menotomy Weatherization Assistance Program was suspended. The Menotomy Weatherization Program had been part of the Department since 2007 and served eligible homeowners and renters in Arlington, Belmont, Cambridge, Lexington, Somerville, Waltham, and Watertown to make their homes more energy efficient. In 2020, prior to the suspension, the program replaced 9 heating systems and weatherized 5 homes. The appliance management program subsequently installed 29 refrigerators, 17 air conditioners and seven washing machines. The program received public utility, state, and federal funds and continues to be recognized by the state as providing high quality energy conservation services for eligible households. Following the suspension of the program,

all of the Menotomy clients were transitioned to CAPIC, another community action agency in the greater Boston area, to provide assistance related to weatherization, heating system repairs or replacements, or appliance management assessments.

## Master Plan Implementation Committee

The Master Plan Implementation Committee (MPIC) was formed by the Arlington Redevelopment Board in September, 2015, to implement the recommendations of the Arlington Master Plan, *Your Town Your Future*, adopted by the Redevelopment Board on February 4, 2015, and endorsed by Town Meeting on May 11, 2015. The Master Plan Implementation Committee typically meets quarterly to review its subcommittees' activities and the implementation table. The active subcommittees of the MPIC include the Zoning Bylaw Working Group and the Historical and Cultural Resources Working Group. Previous subcommittees included the Mill Brook Study Committee, the Residential Study Group, and the Zoning Recodification Working Group.

## Zoning Bylaw Working Group

The Zoning Bylaw Working Group (ZBWG) is reviewing and proposing zoning amendments as identified through the Master Plan and the recodification processes. During 2020, the Zoning Bylaw Working Group worked with DPCD staff and consultants, RKG and Hariman, on the Economic Analysis of the Industrial Zoning Districts, a project contemplated in the Master Plan to modernize the industrial zoning districts. The project goals include positioning Arlington to attract new businesses and jobs in emerging growth industries to the Industrial District; and creating opportunities through which Arlington can realize greater revenue with strategic amendments to the Zoning Bylaw and Zoning Map. Tasks completed in 2020 include reviewing the existing conditions in the Industrial Zoning Districts, completing a market analysis and fiscal impact study, preparing zoning recommendations and amendments, and a pro forma analysis of the zoning amendments. The ARB will advance the zoning amendments to the 2021 Annual Town Meeting.



The ZBWG includes representatives from the Redevelopment Board, the Zoning Board of Appeals,

# COMMUNITY DEVELOPMENT

---

the Conservation Commission, the Master Plan Implementation Committee, a Town Meeting member, the Town Manager and a Town Manager appointee, Inspectional Services staff, and DPCD staff.

## *Historic and Cultural Resources Working Group*

Following the completion of the Community-Wide Historic Preservation Survey Master Plan in 2019, the Historic and Cultural Resources Working Group (HCRWG) looked to act on the recommendations of the plan. During 2020, the HCRWG had intended to pursue two projects: documentation of historic municipal resources and an archaeological reconnaissance study. The historical municipal resources project includes completing specialized and detailed documentation in order to inventory the older Town-owned structures, cemeteries, and landscapes. Completion of this documentation will allow the Town to pursue grant funds for preservation. The Archaeological Reconnaissance Study will produce a comprehensive inventory of known archaeological resources in Arlington and identify areas of high potential for further planning and preservation. Due to the pandemic, these two projects were put on hold, and will begin in 2021 with generous funding from the Community Preservation Act Committee.

The HCRWG includes representatives from the Town's Historic Districts Commission and Historical Commission, the Arlington Historical Society, and DPCD.

## TRANSPORTATION ADVISORY COMMITTEE

The goal of the Transportation Advisory Committee (TAC) is to enhance 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 (APD) Traffic Division, the Department of Public Works (DPW), and the Department of Planning and Community Development (DPCD), along with Arlington Schools and the Arlington Bicycle Advisory Committee.

The TAC was established in 2001 by the Select Board, which serves as the Traffic Authority for Arlington, to advise the Board on transportation matters. Resident members include: Ray Jones, Melissa Laube, Jeff Maxtutis (Vice Chair), Howard Muise (Chair), Scott Smith and Shoji Takahashi (Secretary). Town staff members include Officer Corey Rateau (APD), Wayne Chouinard (DPW), and Daniel Amstutz, (DPCD). Other committee members are Lenard Diggins, representing the Chamber of Commerce, and Laura Swan, representing the School Committee. Tycho Nightingale and Michael Barry serve as associate members. Howard

Muise represents TAC on the Arlington Parking Advisory Committee, Jeff Maxtutis will represent TAC on the Mass Ave/Appleton St Design Review Committee, and Lenard Diggins represents TAC on the Sustainable Transportation Plan Advisory Committee.

## **2020 Major Activities**

The reduction in travel due to the COVID-19 pandemic had significant effects on traffic, transit, bicycle and pedestrian volumes, both statewide and in Arlington. In April 2020, traffic volumes were some 60 percent lower than the corresponding period in 2019.[1] Locally, rush hour congestion has all but disappeared on some (but not all) corridors in or near Arlington. These reduced volumes have in some cases delayed TAC assessment of existing conditions for some of its projects.

### *Wellesley Rd/Thompson School Traffic Calming.*

Residents of Wellesley Rd. requested TAC to review making it one-way away from the Thompson School. In the mornings, cars use Wellesley Road to get to the school and there is a high volume of pedestrian activity but there are no sidewalks. At the same time concerns were raised about safe access to the rebuilt playground. The two efforts were combined in a single project to consider traffic calming around the school. TAC conducted observations near Wellesley Road in late 2019, and the school asked the MassDOT Safe Routes to School program to conduct arrival and dismissal observations at the school in 2020.

### *Chestnut Street at Chestnut Terrace*

In response to a fatal pedestrian crash at the crosswalk at this location, the Select Board asked TAC to consider traffic calming measures for Chestnut St. between Mystic St. and Medford St. As a result of public input at TAC meetings and consideration by TAC, a list of potential short- and long-term measures was developed. The TAC plans a public outreach effort to refine the list and develop a program of immediate and longer-term actions to improve pedestrian and bicycle safety at this location.

### *Parking and Traffic Direction on Bartlett Avenue*

A TAC working group had developed potential parking restrictions and/or one-way operation on Bartlett Avenue to provide more room for passing vehicles. The working group shared the options with Bartlett St. residents to obtain feedback for TAC recommendations. It was found that in some locations there was no signing in place where parking restrictions were in effect. Signing was installed to reflect existing parking restrictions, and this appears to have addressed the traffic flow issues raised by residents. There has been good compliance on southbound Bartlett with the newly marked areas.



# COMMUNITY DEVELOPMENT

## *Arlington High School (AHS).*

TAC continued its coordination with the AHS Building Committee regarding transportation at the new high school. Early in the year, TAC sent a letter to the Building Committee expressing TAC's concerns about the removal from the new AHS design of the connection to the Minuteman Bikeway and the proposed traffic signal at Mill St. and Millbrook Dr. during the value engineering phase of the project. These two items were restored when the final cost of construction was set.

A revised Traffic Impact and Analysis Study (TIAS) for AHS was reviewed by TAC. The TAC review recommended that installation of three traffic signals at Grove St. and Mass Ave., Grove St. and Summer St., and Millbrook Rd. at Mill St. be delayed until after the new school is open and fully operational. TAC was concerned that the traffic projections in the report might not accurately reflect post school opening operations because of the change in traffic patterns, a new major building entrance at the back of the school, and the proposed access to the school from the Minuteman Bikeway.

*Crosswalk Flag Program:* Based on previously adopted Pedestrian Flag Program Guidelines, TAC placed pedestrian flags at the Chestnut St. crosswalk at Chestnut Terr. Late in the year TAC authorized the purchase of 400 new flags for the program

*Transportation Reviews for ARB:* At the request of the Arlington Redevelopment Board (ARB) TAC reviewed transportation impact analyses for two proposed projects. The TAC Executive Committee reviewed the TIA for the proposed Eskar Marijuana Dispensary at the corner of Broadway and Sunnyside Ave. The Executive Committee concurred with the overall recommendations of the TIA and also recommended that the developer provide signage and pavement marking designating the exit driveway on Sunnyside Avenue as right-turn only.

A TAC working group reviewed the Traffic Impact and Access Study (TIAS), and hotel site plans for the proposed Mass Ave Hotel in the Heights. The TIAS concluded that vehicle traffic can be accommodated, although the impact is not negligible. Because of this, the working group recommended that the ARB ask the applicant to provide technical assistance in identifying potential improvements at the Mass Ave/Appleton St. intersection.

*Mass Ave Crosswalks:* The TAC Executive Committee proposed setting up a new working group to evaluate the Mass Ave. crosswalks at Water Street, Town Hall, and Academy Street. These locations were originally going to be addressed by Mass Ave Phase 2, but that project is on hold indefinitely. The committee agreed that visibility and safety at these locations should be improved.

*Lake Street/Bikeway Traffic Signal:* A new traffic signal at the intersection of the Minuteman Bikeway with Lake St. was installed and became operational in the late fall. Part of the project included coordination of the new signal with an upgraded signal at Brooks Ave. and Lake St. The project was based on a TAC recommendation to improve pedestrian and bicycle safety, and traffic operations at the Bikeway crossing.

## PARKING ADVISORY COMMITTEE

The Parking Advisory Committee, formerly known as the Parking Implementation/Governance Committee, works with appropriate Town staff to make parking policy recommendations for the business and commercial areas within the town, particularly but not exclusively in Arlington Heights, Arlington Center, and East Arlington. The Committee makes recommendations to the Select Board regarding public on-street and off-street parking, freight loading and unloading in the public way, on-street public transit stops, public bicycle and low-speed vehicle parking, and drop-off/pick-up areas for taxis and rideshare services.

Due to the COVID-19 pandemic, much of the committee's work was put on hold for most of the year. In the early months of the state of emergency of the pandemic, parking meters were shut off and fees were not collected at on- and off-street public lots. Parking enforcement was also suspended. Parking meter collections and enforcement resumed in early November.

However, Town staff were able to advance some projects during the year. PaybyPhone was selected as the Town's mobile parking payment vendor. Working with PaybyPhone over the summer, mobile parking payment was made available at the same time as parking collections resumed in November. The Arlington Center Sidewalk Project continued this year as scheduled, which was partially funded with \$185,000 in Parking Benefits District (PBD) funds. As part of that project, parking meters were installed on Broadway between Franklin Street and Webster Street.

## BICYCLE ADVISORY COMMITTEE

The Arlington Bicycle Advisory Committee (ABAC) has continued to work on making Arlington a better place to bicycle within and through. The following describes ongoing and annual activities.

### **2020 Highlights**

The year 2020 did not turn out quite the way we all expected. The advent of the Covid-19 pandemic altered a lot of things. ABAC had to cancel its winter social which was planned for the end of March, as well as the annual Tour of Arlington. ABAC meetings had to go

## COMMUNITY DEVELOPMENT

online, as did all other Town committees. Priorities also shifted, as the committee became involved in assisting the Town in creating social distancing messages for users of the Minuteman Bikeway via social media and sandwich boards on the Bikeway. However, the committee continued its work on bicycling issues throughout the year and adapted to changing conditions.

The COVID-19 pandemic and state of emergency led to a large increase in the use of the Bikeway as a recreation facility as opposed to a commuting facility, and also led to an increase in the number of cyclists using Mass Ave as the Bikeway became crowded with many users. Unfortunately, a fatal bike crash occurred at the intersection of Mass Ave. and Appleton Street in May 2020 which killed Charlie Proctor, a resident of Somerville. A second similar incident occurred at this location soon after that fortunately was not fatal. This topic occupied much of the committee's time over the



*The site of the ghost bike set up in honor of Charlie Proctor.*

summer and fall and included a lot of discussion with Proctor's family. Working with the Town and Proctor's family, MassBike set up a "ghost bike" near the site of the crash at the end of 2020. In addition, one of the committee members will be a member of the soon to meet Design Review Committee.

The committee has traditionally assisted in collecting data for users of the Minuteman Bikeway at Swan Place. However, since the installation of an automated bicycle/pedestrian counter on the Bikeway near Swan Place in summer 2019, the committee has discussed doing hand counts at other locations on the Bikeway and around Arlington. In June 2020 ABAC and the Department of Planning and Community Development (DPCD) coordinated a count in front of Town Hall on Mass Ave. This data was collected in part to understand biking/walking travel changes in town during the COVID-19 pandemic. Although the

automated counter malfunctioned for part of the year, it was still able to collect accurate bicycling data on the Bikeway for most of the year and its issues were resolved by the beginning of the fall. The automated counter continues to give a more detailed picture of the Bikeways usage 24 hours a day, seven days a week.

Early in the year, members of the committee worked with the Arlington Police Department (APD) on a proposal to amend the operating hours of the Minuteman Bikeway. Since its creation, the Bikeway has had operating hours of 5 AM to 9 PM written into Town By-law, under Title III, Article 1, Section 10. The committee had long felt that these hours, which are the same as hours for parks in town, made no sense given the timing of the late night trains arriving at Alewife and that the other two towns along the Bikeway (as well as the City of Cambridge) do not have operating hours – they are effectively "open" all the time, like a public street. This was an issue that the committee worked on almost 10 years ago and was not able to advance with the Town Meeting at the time. This time the committee worked with the APD devise hours for a warrant article, which would allow the operating hours to be extended to 11 PM during daylight savings time. This article, which was postponed from the Annual Town Meeting in spring due to COVID-19, was resubmitted to Special Town Meeting in the fall. A substitute motion was submitted by a Town Meeting Member proposed to remove all hours of usage from the Bikeway and overwhelmingly passed. The Bikeway will now officially be open 24/7.

ABAC continues to work on strategic planning for the future. Just before the State of Emergency set up in response to COVID-19, ABAC conducted a retreat to identify areas that the committee is interested in to concentrate on in the future. A few main topics that were identified were connectivity with other towns and trails, more bike infrastructure and enforcement of road regulations for all users.

Arlington's COBWEB (Cops on Bicycles with Education for Bicyclists) continues to attend ABAC meetings and make timely and pertinent contributions to the meetings. The committee has been monitoring the Arlington High School rebuilding project and was cheered to hear that the connection with the Bikeway to the High School is able to move forward with construction after it was initially taken out for budgetary reasons. Members of the committee have participated in a number of different projects over the course of the year, including: the development of Connect Arlington, the Town's Sustainable Transportation Plan, attending forums and representing ABAC on the Sustainable Transportation Plan Advisory Committee; the shared streets pilots for Brooks Ave and Mary Street; working with the Town to advance new bike lanes on Lake Street between Route 2 and the Bikeway; and advising on locations for new Bluebikes bike share stations in the fall expansion



# COMMUNITY DEVELOPMENT

and for continuing expansion west towards Arlington Heights.

The committee has several planned projects for 2021. In early 2021 the committee plans to work with ACMi to produce an informational video about the new signal-controlled crossing of the Bikeway at Lake Street. The committee is planning a replacement event for the Tour of Arlington that will be self-guided. The Tri-Town Minuteman Bikeway meetings are planned to start up again in February in a virtual format.

## CONSERVATION COMMISSION

The Arlington Conservation Commission (“ACC”) is required by state and town laws to protect and preserve wetlands, waterways, and their surrounding areas under ACC jurisdiction. The ACC is composed of seven volunteer Commissioners and two volunteer Associate Commissioners, who are appointed by the Town Manager with the approval of the Select Board, and supported by the Environmental Planner & Conservation Agent at bimonthly meetings and onsite visits. The ACC is mandated to protect wetlands, waterways, water supplies, fisheries, wildlife, and wildlife habitat as well as regulate floodplain activities through its administration of the Massachusetts Wetlands Protection Act and the Arlington Bylaw for Wetlands Protection.

In 2020, the ACC held twenty-four public meetings, and provided coordination, monitoring, permit review, and consultation on numerous residential, commercial, and municipal projects throughout the town. The ACC reviewed twenty-one applications. Of the 21 applications, the Commission issued 10 Permits/Orders of Conditions, five Determinations of Applicability, and six Certificates of Compliance. The ACC and its Agent conducted over sixty site visits/inspections.

The ACC also protects and manages the Town’s Conservation Lands and natural resources through collaboration with other entities and grants from various sources, as described below.

### **Spy Pond Shoreline Protection Project Completion**

The goals of this project included to preserve, stabilize, and strengthen the pond’s banks to control erosion; protect and enhance wildlife habitat; prevent unauthorized paths; broaden and strengthen constituency groups; improve water quality and recreational opportunities; and improve stormwater infiltration. Construction elements of this project included a new porous pathway through the park, a new timber overlook, a rain garden/vegetated biobasin, and native plantings along the pond banks. The project was successfully completed in Fall 2020. Various funding sources funded this project, including a Community Preservation Act grant (\$552,900), a Land and Water Conservation Fund grant from the Massachusetts Executive Office of Energy and

Environmental Affairs (\$40,040), a Community Development Block grant (\$94,000), a Mass Audubon’s Judy Record Fund grant (\$10,000), and a donation from the Friends of Spy Pond Park (\$5,000).



*The Spy Pond Project included constructing a biobasin next to Scannell Field to improve stormwater quality before entering Spy Pond.*

### **Water Bodies Oversight**

The ACC, through its Water Bodies Working Group, continued monitoring important water bodies in town, including Spy Pond, the Arlington Reservoir, and Hill’s Pond in Menotomy Rocks Park.

### **Land Stewards**

The ACC’s volunteer arm, Arlington Land Stewards (ALS), assists in managing 28 Town-owned lands comprising approximately 53 acres. Land Stewards monitor, coordinate, and maintain open space of their choice, with guidance from the ACC. The Land Stewards’ management goals were challenging to achieve during 2020 due to COVID-19 restrictions.

### **Arlington’s Great Meadows**

Arlington’s Great Meadows (AGM) are comprised of 193 acres, making it Arlington’s largest open space parcel, although located in East Lexington. AGM is mostly wetlands but contains many upland trails that make connections to the Arlington Reservoir and the Whipple Hill conservation area through the ACROSS



*Although located in Lexington, AGM is owned and managed by the Town of Arlington.*



Trail System. The Friends of Arlington's Great Meadows (FoAGM) are active in increasing Arlington's awareness of this wonderful area. In 2020, because of COVID-19 public events were curtailed although many individuals still walked there. FoAGM also organized a pandemic-style boardwalk repair project for small groups such as families. FoAGM volunteers maintain the trails and boardwalks at the Meadows. This includes removing invasive plants, consisting primarily of Japanese Knotweed, along the Minuteman Bikeway. More information, including further details on 2020 activities, can be found at: [www.FoAGM.org](http://www.FoAGM.org).

Currently underway is the redevelopment of the former nursing site at the end of Emerson Gardens Road that has been a major access point to AGM. When that work is completed in 2021 there will be new public parking and an access path to AGM thanks to the efforts of the public and officials in Arlington and Lexington.

### **Supporting ZBA for Thorndike Place 40B Comprehensive Permit**

The ACC provided five sets of formal comments to the ZBA in support of its hearings to consider the wetlands and stormwater components of the Thorndike Place Comprehensive Permit Application. The ACC provided extensive and detailed comments to assist the ZBA which is administering the Town of Arlington Wetlands Protection Bylaw as part of the review. The ACC also hosted two Working Sessions with the ZBA, the applicant, and the Town's peer review consultant to facilitate the free exchange of ideas and to further develop recommendations by the ACC on the project design to limit its impact to resource areas, flooding, stormwater, and wildlife habitat.

This significant effort in reviewing project information from the Applicant and the Town's peer reviewer towards protection of the floodplain and wetland resource areas at Thorndike Place is ongoing.

### **Climate Change Initiatives**

Members of the ACC and the Agent developed workshops and presentations, given virtually at regional and national conferences, on local climate change resilience regulations, urban forests, and successful resilience-building project implementation.

### **Regulation Update**

The ACC had drafted several goals and actions for 2020 towards strengthening and updating regulations for performance standards, permitting efficiency, and process clarity. The following goals were achieved in 2020:

- Major revision of the Arlington Regulations for Wetlands Protection, which will be finalized for approval in 2021. This revision included adding an administrative review pro-

cess to create an expedited review of certain small projects.

- Review of special conditions and permits prior to permit issuance by the entire Commission.
- Develop and continually update a master permit tracking list for all permits ever issued by the Commission.

### **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 valued conservation lands and other open spaces. These groups include, among others: Arlington Land Stewards, Arlington Land Trust, Open Space Committee, Friends of Arlington's Great Meadows, Friends of Spy Pond Park, Friends of Menotomy Rock Park, and the Mystic River Watershed Association. Additional specific goals include the following:

- Continue to strengthen and update regulations for permitting efficiency and process clarity with the specific goal to update the local Wetlands Regulations in early 2021.
- Improve the stewardship of conservation lands through better coordinated land management.
- Improve communication and educational outreach to residents in resource areas.
- Continue to look for opportunities to work collaboratively with neighboring towns and allied organizations towards protection of wetland resources.

### **Acknowledgments**

ACC sincerely thanks all individuals and organizations that contributed directly or indirectly to the activities of its 55th year. Many special thanks go to the active citizenry that attended hearings and informed the Commission's discussions and the scores of volunteers who dedicate some of their time to be land stewards or members of Friends groups that work to preserve the Town's natural resources and conservation lands.

### **OPEN SPACE COMMITTEE**

Arlington's Open Space Committee (OSC) was established by Town Meeting in 1996. Members, appointed by the Town Manager and approved by the Select Board, include concerned citizens and representatives of key Town departments and commissions. The Committee meets monthly to exchange ideas and discuss ways to protect, maintain, and promote the Town's open spaces and recreational resources. The Committee serves an oversight function but does not have direct management responsibility for Town properties.

It seeks to enhance communication and coordination among those entities that do have ownership and management authority. In addition, the OSC works to raise broad-based community concerns and to advocate for the protection, stewardship, and appropriate uses of the Town's open spaces.

The Committee's primary responsibility is to prepare the Town's official Open Space and Recreation Plan (OSRP), monitor its provisions and goals, and document accomplishments. The OSRP is a foundational document for all town planning and programs relating to parks, playgrounds, playing fields, natural resources, conservation land, sustainable development, climate resiliency, and other open space issues. The current Plan covering the years 2015 to 2022 was prepared and approved as required by the state and adopted as Town policy in the fall of 2015. This plan is set to expire in May 2022, and the next plan will be in effect for seven years until the spring of 2029.

## Open Space and Recreation Plan Update

In 2020 the Open Space Committee requested and received a Community Preservation Act grant for Fiscal Year 2021 to update the Town of Arlington's current OSRP in accordance with guidelines from the Massachusetts Executive Office of Energy and Environmental Affairs (EEA), Division of Conservation Services. The CPA grant enabled the OSC to hire a consultant, Horsely Whitten, who will help update the Plan and engage the public in the process, beginning in January 2021.

Communities with an approved OSRP are eligible to apply for funding from the Local Acquisitions for Natural Diversity (LAND) Program, Parkland Acquisitions and Renovations for Communities (PARC) Program, Land and Water Conservation Fund (LWCF) Program, and other grant programs administered by the State. The Town has leveraged its OSRP to receive more than \$728,000 in LWCF funds for the Town's parks and open spaces, as well as grants from other state programs.

## OSC Projects

The OSC section of the Town's website hosts current and former OSRP documents, as well as several other ongoing initiatives. "Take A Walk" is a digital map-based project to encourage residents to get outside and walk to Arlington's diverse parks and recreational facilities. The website has links to a town-wide map showing all interconnecting routes and seven neighborhood maps for East Arlington/North and South, Arlington Center/North, South and Central, and Arlington Heights/North and South.

The Take A Walk maps can be used with Experiencing Arlington's Open Spaces, an interactive application highlighting nineteen major open space sites that are featured in the OSRP. For each site there are mul-

iple photographs and a brief description of the property, as well as a map showing access points and internal walking trails.

A third project, Picture Post, was developed by OSC member John Pickle to encourage residents with digital cameras and smart phones to take documentary photos at designated locations at Menotomy Rocks Park and the Arlington Reservoir, with other sites to be added in 2021. This Picture Post initiative is linked to a national database that archives photos documenting the same locations over time so the visual data can be analyzed for future scientific, maintenance, and planning purposes.

Committee members continue to monitor and contribute to a wide range of open space projects and activities that affect the Town and its residents' quality of life. Ongoing projects include working with the Park and Recreation Commission on the feasibility of a mountain bike trail, and collaborating on new plans and amenities at the Arlington Reservoir and Wellington Park.

A major open space concern is the proposed development of the Mugar property in East Arlington under the state's Chapter 40B law for affordable housing development. Protection of this sensitive wetland has been a goal of the Town's OSRP since the 1990s. OSC has joined many Town officials, the Arlington Land Trust, and other local groups to advocate for conservation of the Mugar land rather than development due to potential flooding and related ecological impacts on the neighborhood.

## 2021 Goals

The Committee's work in 2021 will focus on coordination with the consultant to engage the community in updating the OSRP. Members are continuing to enhance use of the Town website and social media to disseminate Take A Walk maps and other information about local open spaces and recreational facilities. Members also continue their collaborations with Town departments and community organizations to ensure that open space and recreation recommendations are fully incorporated into all future town-wide planning.

## ENVISION ARLINGTON

### About Envision Arlington

Envision Arlington, established by Town Meeting in June 1992, is a collection of committees and task groups that brings together residents, Town employees and Town leaders to foster an engaged, culturally diverse, and civically active community. The Standing Committee is charged to "create, implement, monitor, and review methods for town-wide participation in the Envision Arlington process."

Envision Arlington's focus is on the Town Goals, enacted by Town Meeting in 1993, as statements of Ar-

# COMMUNITY DEVELOPMENT

lington's values and aspirations. Task groups and committees are organized around specific goals. A modest budget from the Town allows Envision Arlington to sponsor public events and develop community programs. Descriptions of Envision Arlington's task groups and committees can be found at [arlingtonma.gov/envision](http://arlingtonma.gov/envision).

Envision Arlington presented one article at the 2020 Special Town Meeting. Article 7 amends Title I, Article 15 to change the name of "Vision 2020" to comport with the committee's current name "Envision Arlington." The Article also revises the Bylaw's articulation of "Goals" as a "Statement of Community Values" and updates the language of the goals to be more inclusive.

The Standing Committee is grateful to outgoing chair, Juli Brazille, for her five years of leadership. Scott Lever and Greg Christiana assumed interim leadership in March, 2020.

## Annual Town Survey

Envision Arlington volunteers work with Town departments and organizations to create an annual survey of the priorities and opinions of people in Arlington. Results of the survey are provided to Town Meeting and to the groups who helped compose the survey; results are also posted on the Town website.

The 2020 Town Survey was administered between January and March. The survey was primarily available online, with paper surveys available to those who needed them. A survey notice was mailed to 18,500 households as an insert to the Town's Annual Census mailing in January. A total of 4,582 responses were received, providing feedback on resilience to climate change, housing, improving town elections, net zero emissions, open space and recreation, and reducing plastic waste. Results can be found at [arlingtonma.gov/envision](http://arlingtonma.gov/envision).

## Task Group Highlights

*Diversity Task Group:* The Diversity Task Group (DTG) meets monthly to engage residents on issues that affect the voice and experience of the traditionally marginalized within Arlington. The Diversity Task Group seeks to create a space to welcome and include marginalized voices and offer support between residents and Town leadership. DTG endeavors to build the broadest meaning of the words "community involvement" by taking action on issues that affect our community and offering support and education through projects.

Throughout the year, DTG invites organizations and residents that run town-wide operations with educational, social, cultural, and economic impact to share their stories with our members. Special guests in 2020 included: Assistant Superintendent Rod MacNeal, Jennifer Litowski of the Arlington Democratic Party, and Anna Litten, Assistant Director of Libraries.

DTG participated in several events including Arlington Reads, for which DTG is the founder and lead

contributor; the Activate Arlington rally and march organized by the Black Alums of the high school; and members often attended the weekly vigils in support of Black Lives Matter held along Mass. Ave.

Members of the Diversity Task Group engaged in several targeted projects throughout the year.

- Supported and signed petition created by the Black Alums and Black Student Union of Arlington High School to demand attention to racial equity in schools.
- Advocating for a community engagement officer, a clear APD policy on behaviors and discipline related to public statements; and an independent citizen review board.
- Participated in stakeholder roundtables held prior to 09/22/20 session with Lt Pedrini.
- Participated in interviews for Arlington Police Chief.
- Presented Article 25 at Special Town Meeting support the display of a "Black Lives Matter" banner on Arlington Town Hall until such time that Town Meeting recommends its removal, which passed 166 to 34 with 38 abstentions.
- Discussions related to housing included consideration of DTG sponsoring a community-wide conversation on affordable housing and discussion of a Fair Housing Action Plan.
- Completed work with DTG student intern Maren Larkin, who focused on the unmarked grave of enslaved people in the old burial ground behind First Parish church.
- Administered a DTG goal-setting survey to understand members priorities and set goals for 2021

*Fiscal Resources:* The Fiscal Resources Task Group (FRTG) researches and discusses topics related to the Town's finances and reports findings and recommendations to the appropriate Town departments, officials and the public at large. In 2020, the following (COVID-abbreviated) activities were undertaken:

- Citizens Corner: FRTG published an article on Property Taxes in the Arlington Advocate.
- Governmental Primer: FRTG updated the Arlington Governmental Primer, a compilation of a series of articles it has published in the Arlington Advocate, summarizing how the Town functions.
- Long Range Financial Projections: FRTG continued its work on long-range financial planning to help town residents and officials better understand the Town's long-term financial situation and how best to seek additional revenues that will foster long-term financial sustainability. Results are shared regularly with members of the Finance Department.



# COMMUNITY DEVELOPMENT

---

- New Growth Process: FRTG met with Deputy Town Manager, Sandy Pooler; Assessor Paul Tierney, and Assessor Data Collector, Dana Mann to continue our discussion of the new growth recognition process (Building Permit to Tax Bill).

*Governance:* The Governance Task Group (GTG) organized virtual precinct meetings in advance of Annual Town Meeting and Special Town Meeting this year. Six of 21 precincts held meetings in June and July, while 20 precincts organized precinct meetings regarding Special Town Meeting. Planning for similar meetings for Annual Town Meeting in 2021 is underway.

*Sustainable Arlington:* Sustainable Arlington is one of three committees of Envision Arlington's Environment Task Group and also a chapter of the Massachusetts Climate Action Network. It promotes environmental awareness and climate resilience, while engaging residents and Town government in protecting our local environment. More information about Sustainable Arlington may be found at the task group's website: [www.sustainablearlington.org](http://www.sustainablearlington.org).

In 2020 the leadership of two major projects included a Sustainable Arlington member: a campaign to have the Town Meeting adopt a bylaw to prohibit fossil fuels in new construction, and establishing the Mystic Charles Pollinator Pathways Group, a multi-town initiative to coordinate protection of native pollinators and restore their habitat.

2020 saw the close of the Clean Heat for Arlington campaign, a successful collaboration between Sustainable Arlington, Mothers Out Front, and Equitable Arlington. Under the campaign, two public information sessions and many smaller precinct meeting presentations and conversations were organized. These conversations led to the development of a Home Rule Petition asking the state legislature to allow the Town to adopt a bylaw prohibiting fossil fuels in new construction and gut renovations, on which Town Meeting voted 228 to 18 in favor of adopting.

The new Mystic Charles Pollinator Pathways Group grew out of a Sustainable Belmont meeting in June that was attended by residents of nearby communities including Arlington, Lexington, and Medford. The group formed over the summer to share information and resources to support native pollinators and address degradation and fragmentation of necessary habitat. Their first project was developing a pollinator garden survey linked to an interactive map. In late 2020, representatives joined planning sessions for the new, statewide Massachusetts Pollinator Network hosted by the Northeast Organic Farming Association, Massachusetts (NOFA MASS).

Additional accomplishments by Sustainable Arlington in 2020 include:

- Collaboration with Sustainable Middlesex to present a multi-town Feb. 29 event, "Carbon Countdown," on Massachusetts energy legislation, with Sen. Michael Barrett and Rep. Christina Minicucci.
- Drafting an Arlington Declaration of Climate Emergency with members of Emergency Arlington.
- Participation in the Arlington Net Zero Action plan.
- Collaboration with True Story Theater on two productions: "Stories of personal and community resilience during the pandemic," and "Protecting pollinators."
- Hosting a presentation by Northeastern University Prof. Thomas Starr about the Future Climate Change Historic Markers project.

*Spy Pond Committee:* The Spy Pond Committee monitors the health of Spy Pond, and assists the Conservation Commission and Dept. of Public Works with its care. The committee is part of the Environment Task Group of Envision Arlington. See <http://arlingtonma.gov/spypond> for details.

Spy Pond had a good year despite the restrictions due to Covid-19. Many kayaks, sailboats, rowing shells, and standup boards explored Spy Pond. On hot days, flotillas passed between Kelwyn Manor and Elizabeth Island.

The path between Spy Pond and Route 2 was busy with walkers, birders, fisherman, and an occasional coyote. A fox was spotted regularly in Kelwyn Manor and the northwest shore. A rare river otter made an appearance. A 5.5 lbs. bass was caught twice. Eagles and osprey were regular visitors. We identified the large shell of Easter Floater mussels. Multiple mallard families and eagles were seen. The pair of swans lost their cygnets. The geese had no goslings. There was no skating or ice fishing for the first time in memory.

In May, Solitude Lake Management started a Sonar (*fluridone*) treatment with booster treatments in June and July. Sonar is a slow-acting, systemic herbicide that is effective in very low concentrations (parts per billion). In low concentrations, Sonar is considered safe for animals, fish, and humans. In mid June, curly-leaf pondweed stopped growing, and snail-seed pondweed, spiny naiad and Eurasian milfoil never started growing. After a burst of algae, Spy Pond remained clear of excessive vegetation.

Spy Pond was lower than normal this summer due to a drought. The sandbar in the southwestern corner of Spy Pond was dry. We had several games of horseshoe on the sandbar, and a spotting of the elusive Sora, a small rail that usually hides deep in a marsh. MassDOT has a contract to dredge the sandbar this spring, ending a 25 year effort by the Committee.

# COMMUNITY DEVELOPMENT

Along the Rt. 2 path, most of the 45 dogwoods planted last year survived a dry summer. Ivy is a new invasive plant near the Pleasant Street end of the path. To help control oriental bittersweet, Adrienne Landry demonstrated her method of attaching bottles of vinegar to the bittersweet vines. After a few days, the vines take up the vinegar, and with some luck, will not appear again. Spy Pond Trails Day, fertilizer flyer, Ecofest, barbeque, and Town Day were cancelled.

We started the year with a new Facebook page of Spy Pond activities. A survey of the 2002 storm drain markers found one marker in good condition. We attended a NALMS webinar on internal phosphorus loading. The Committee and Conservation Commission continue to look for scientific oversight. Spy Pond's primary problem may be deep, organic muck in shallow areas.

**Reservoir Committee:** With the COVID-19 pandemic 2020 was a very different kind of year for the Arlington Reservoir Committee. The Wildlife Habitat Garden was in its tenth growing season and we had a few small-scale workdays and encouraged individual work but did not have any larger public events as we have in the past.

Water chestnut mechanical harvesting continued in the summer under the management of the Arlington Conservation Commission and the Department of Public Works. The Mystic River Watershed Association (MyRWA) did not sponsor hand harvesting events this year because of the pandemic.

The Reservoir Master Plan moved into Phase 2. This project is being led by the Park and Recreation Commission. This will renovate the both the Beach and the perimeter areas starting in 2021. Public documents related to the Master Plan can be found at the Reservoir Committee website: [arlingtonreservoir.org/reservoir-master-plan/](http://arlingtonreservoir.org/reservoir-master-plan/).

More information about the committee's activities, along with photos, can be found at the Reservoir Committee website: [arlingtonreservoir.org](http://arlingtonreservoir.org), where you can also join the Reservoir email list.

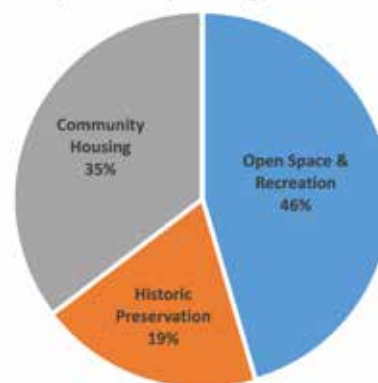
## COMMUNITY PRESERVATION ACT COMMITTEE

Arlington began implementing the Community Preservation Act (CPA) in 2015. The CPA allows cities and towns to reserve dedicated funds to preserve open space and historic sites, create affordable community housing, and develop outdoor recreational facilities. CPA projects are financed by local revenues collected from a property tax surcharge (in Arlington, 1.5% of the net tax levy minus exemptions), plus annual distribu-

tions from the state CPA trust fund.

The Community Preservation Act Committee studies local community preservation needs, recommends CPA appropriations to Town Meeting, and oversees projects funded by CPA. In 2020 the Committee reviewed project applications for CPA funding in fiscal

Expenditures by CPA Program Area



year 2021, hosted public applicant presentations, and successfully recommended ten projects and a housing reserve fund to Town Meeting. The Committee consulted with the Select Board, Finance Committee, Capital Planning Committee, and other Town leaders in reaching our recommendations.

### CPA Projects Funded for FY2021

Following the recommendation of the Committee, Town Meeting appropriated or reserved a total of \$2,313,942 in CPA funds for FY2021 to support local community housing, historic preservation, open space, and recreation:

- \$587,000 for continued Arlington Reservoir recreational improvements.
- \$325,000 for continued Mill Brook and Wellington Park revitalization.
- \$35,000 to update the Town's Open Space and Recreation Plan.
- \$80,000 for a Minuteman Bikeway Planning study.
- \$60,000 for a Communitywide Archaeological Reconnaissance survey.
- \$35,200 for Documentation of Historic Municipal Resources.
- \$193,773 for continued restoration of the Old Burying Ground.
- \$78,023 for continued historic preservation of the Jason Russell House.
- \$65,625 to for historic landscape restoration at the Robbins Memorial Garden.
- \$300,000 to contribute to the Arlington Emergency Tenant Assistance Program.
-

# COMMUNITY DEVELOPMENT

- \$500,000 to a Community Housing Reserve Account for future affordable housing appropriation.

For more information, please visit [arlingtonma.gov/communitypreservation](http://arlingtonma.gov/communitypreservation).

## 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 Select Board, Finance Committee, and School Committee, a representative of the School Committee and in addition the Town Manager, Superintendent of Schools, and Facilities Director or their designees.

### Activities in 2020

Despite the onset of the COVID-19 pandemic in March 2020 the two main projects overseen by the PTBC in 2020 continued moving forward with only minor interruptions due to the public health emergency.

*Public Works Town Yard project* (renovation and new construction): Early in 2020 Commodore Builders was chosen as the construction manager for the Town Yard project, and was engaged under a construction manager at risk (CM@R) contract. This form of contract enables much closer collaboration and integration of design and construction services, and was determined to be a better method for this complex and multi-phase project. The original Owner Project Manager, KVA, resigned from the project early in 2020 and was replaced by Sydney Associates.

As the design of the project moved from the schematic phase to the design development phase, and new cost estimates were developed, it became apparent that the original funding for the project would be insufficient. A number of factors caused this increase: a market spike in construction costs in the overheated Boston market, the use of the CM@R construction management method with its associated contingencies, changes in scope related to the Arlington High School project, and delays due to coordination with the AHS project.

After a thorough review of these cost increases and changes, the PTBC determined that the best path forward for the Town was to proceed with the full scope of the project. The alternative was to implement changes that would leave serious deficiencies at the Town Yard site, and result in the need for future projects within a short amount of time. After briefings from the project

team, the Capital Planning Committee and the Finance Committee voted to support the full scope of the project. At the November 30, 2020 Special Town Meeting, the Capital Planning Committee recommended a vote in favor of providing an additional \$8.9m in funding for this project. The article was approved by a vote of 237-9.

By the end of 2020 and into early 2021, the final construction documents were being produced by the design team at Weston & Sampson, and construction is anticipated to start by April 2021.



Town of Arlington  
New / Upgraded Public Works Facility  
Architectural - Building E



*Public Works Town Yard project; existing building top followed by upgraded building rendering, site plan, and overview of current site.*



# COMMUNITY DEVELOPMENT

*Central School (renovation):* Early in 2020 a contract was signed with Kronenberger & Sons Restoration, the low bidder for construction services for the extension renovation project in the lower floors of the historic Central School. The project started in May 2020 after a short delay due to the pandemic.

Many unforeseen latent conditions were discovered during the early phases of this project, and these resulted in a number of expansions to the scope of the project and the tapping of the design and construction contingencies. Despite these changes that project remained on schedule through 2020. By late 2020 all sections of the building to be renovated had been explored by the construction team, providing some assurance that the remaining contingency funds would be sufficient to complete the project.

By the end of this project many parts of this historic building will have seen attention – from the chimneys, roof and vents at the top and exterior of the building to the boilers and switchgear in the basement. The PTBC’s expectation is that these upgrades will enable this building to serve the Town well for some time to come.



*Central School / Arlington Community Center project. top left: west entrance, rigging in beam for first floor, and ductwork and ceiling installation on first floor.*

## ZONING BOARD OF APPEALS

In 2018 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 eleven petitions. Since its inception in 1946 the Zoning Board of Appeals has heard and rendered decisions on over 3,300 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 and two associate members. 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 [atarlingtonma.gov/subscribe](http://atarlingtonma.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.

2020 Petitions Heard by ZBA	
Petitions for Variance	2
Applications for Special Permits	17
Appeal of Building Inspector’s Decision	3
Amendments to Special Permits/ Variance	0
Comprehensive Permits	1 (1165R Mass Ave)
Total Petitions Filed with Clerk	28
Total Continued Hearings	4
Total Petitions Withdrawn	1
Total Petitions sent to ARB	6



4 Winslow Street, Arlington, MA 02474 p: 781-646-3400 f: 781-646-0496

## ARLINGTON HOUSING AUTHORITY

The Arlington Housing Authority (AHA) is proud of its distinction as the single largest provider of affordable housing in the community.

Our mission is to provide adequate, affordable and safe housing to low, very-low and extremely low-income families from the Town of Arlington and surrounding communities through collaborative partnerships with community agencies while managing Housing Authority finances in a fiscally responsible manner. This year marks the Arlington Housing Authority's seventieth year offering housing to low and moderate income households through housing in government owned housing developments or through subsidized housing in privately owned dwellings.

The Arlington Housing Authority manages 1,156 housing units: 520 units for the elderly and disabled at Drake Village, Chestnut Manor, Cusack Terrace, Hauser Building, Mystic Gardens, and Winslow Towers; 179 units of family housing at Menotomy Manor, ten of which are handicapped accessible wheel chair units; the Donnelly House for 13 developmentally challenged residents; and 422 Housing Choice Vouchers that help participants live in privately-owned dwellings throughout the community.

The Authority is a quasi-governmental agency created by Arlington's Town Meeting in 1948 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 payment in lieu of taxes (PILOT) 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*, Nicholas Mitropoulos, *Vice-Chairman*, Brian Connor, *Treasurer*, Gaar Talanian and *Members*, Jo Anne Preston and Fiorella Badilla. The Executive Director, John J. Griffin, is appointed by the Board of Commissioners and manages the day-to-day operations of the Authority.

### Year in Review

During the year of the COVID-19 pandemic, the Arlington Housing Authority has continued to work tirelessly at addressing the needs of our applicants, residents, and staff. While continuing to do our regular duties, Arlington Housing Authority staff have been on the front lines addressing exposures within our developments and office, locating necessary PPE, and securing vaccines for our most vulnerable. Our maintenance staff continues to sanitize all buildings daily and also on weekends while also maintaining various aspects of the buildings, grounds, and individual units.

During these difficult times, the AHA has continued to move forward with planning and executing modernization work at all of its buildings, continuing to seek out additional opportunities that benefit our residents like tenant services support programs, and pursuing creative partnerships with the many housing groups and service providers in the greater Arlington community. Below are a few highlights of successful projects at each building.

#### *Cusack Terrace, 67 Units*

##### *8 Summer Street*

All walls in the hallways, common areas, community room and kitchen have been repainted. Electric door openers were installed in both the women's and men's common area bathrooms as well as to the entrance to the library. Upcoming planned projects include the replacement of the buildings ballasted membrane roof and renovations to the common area bathrooms in order to make them Americans with Disabilities Act (ADA) compliant.

#### *Winslow Towers, 132 Units*

##### *4 Winslow Street*

In addition to the main entrance awning being replaced, the main entrance ramp was also resurfaced through a Health & Safety grant from DHCD. Current planned projects that are planned include repairs to the building façade and the replacement of all outer windows, the upgrade of the fire pump sprinkler, as well as updating common area bathrooms to meet ADA compliance.

#### *Chestnut Manor, 100 Units*

##### *54 Medford Street*

AHA installed two new ejection pumps for sewerage. Current planned projects include the resurfacing of balconies and the repaving of the parking lot and walkways.

#### *Drake Village, 72 Units and the Hauser Building, 144 Units*

##### *37 Drake Road*

AHA repainted and installed a new floor in the

# COMMUNITY DEVELOPMENT

---

community room. Current planned projects include exterior renovations to the cottages. Additionally, the AHA has been awarded a \$500,000 creative placemaking grant from DHCD in order to improve the exterior grounds and provide additional active spaces for our residents. AHA has and will continue to work with the Town, community members, and residents on this exciting project. Future projects include a major upgrade of the fire alarm systems and updating common area bathroom to meet ADA compliance.

## *Monotomy Manor, 179 Units Freemont Court*

Future projects include parking lot and walkway resurfacing.

## *998 Mass. Ave. Special Needs Housing*

Future projects include interior renovations to include new bathrooms and kitchen, and the installation of a new egress door.

## **Community Partnerships**

AHA continues to seek out and build upon our partnerships with community service program providers.

Minuteman Senior Services has been very successful at our Drake Village location by providing services to our seniors on site and at our other developments as well as administering the meals on wheels program out of the Hauser Building kitchen. Through the continued efforts made by Minuteman Senior Services and its vendors, the quality of life for our residents has improved.

The partnership between the AHA and the Arlington Police Department has continued to have a positive effect on the residents and neighbors of Menotomy Manor. The AHA has seen significant decreases in crime and expanded services to the area.

The Board of Health and Council on Aging provide essential supports to our residents in a normal year. Throughout COVID-19, they have been critical in ensuring our residents have sufficient resources, access to the flu vaccine and other medical resources. We are grateful to them both for their partnership in the COVID-19 vaccine planning and roll out at our developments. Their support was vital in this extremely important effort.

Although some programs were put on hold during this difficult year, we plan to continue the success of the following partnerships.

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 as in other projects that benefit residents and im-

prove building aesthetics.

The Fidelity House includes afternoon programs in our Menotomy Manor Development that provides transportation for children, as well as free memberships and financial assistance to make summer programs more attainable for families and their children. This program has been extremely successful, with many residents participating.

The award-winning evening program, Operation Success, has been a major factor in improving student 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 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 average rent in our 520 units of elderly/disabled housing is \$444 per month and includes heat, hot water, and electricity. The average rent in our family units at Menotomy Manor is \$727 per month with the resident paying their own utilities. Over 95% of the residents living in the Arlington Housing Authority's public housing units would not be able to afford the new affordable housing units being built in Arlington. A continuing challenge for the AHA and state-aided public housing industry is the demand and need of funding for capital improvements. While the AHA applies for all funding opportunities available, and utilizes 100% of the funds received, there is still a great deficit in the funding needed to ensure optimal quality of life for our residents.

## **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](http://www.arlingtonhousing.org), provides valuable information to those wishing to learn more about the AHA and its programs. Applications for housing can be completed through online links or downloaded from our website.

## **Wait Lists**

DHCD has rolled out the new state-aided public housing waiting list, Common Housing Application for Massachusetts Public-Housing also known as CHAMP. Applicants can submit and self-manage their applications and upload other necessary documents through the CHAMP on-line portal from a computer, smartphone, or tablet and apply for available public housing across the Commonwealth.



# COMMUNITY DEVELOPMENT

---

The current number of applicants on each of our program waitlists are as follows.

Stated-Aided Elderly/Handicap One Bedroom Units

Total: 3,410 applicants (of those, 131 claim to live or work in Arlington)

State-Aided Family 2-Bedroom Units

Total: 4,707 applicants (of those, 102 claim to live or work in Arlington)

State-Aided Family 3-Bedroom Units

Total: 1,717 applicants (of those, 23 claim to live or work in Arlington)

Section 8 Wait List

Arlington Applicants: \*413

*\*Because Arlington is on a centralized wait list, the Section 8 wait list is extremely long; therefore, only Arlington residents and those employed in Arlington are listed for this program.*

## **Acknowledgments**

The Arlington Housing Authority would like to thank all its employees for their dedication throughout the year.

# LEGISLATIVE

## MODERATOR

### Town Meeting

As with many aspects of our lives, 2020 significantly changed the way Town Meeting was conducted. Arlington's Legislative body, Town Meeting, held its 214<sup>th</sup> Annual Meeting in one evening on the W. A. Peirce Football Field over the course of 45 minutes. We had pared down the Warrant to only Financial articles so that we could keep the Town functioning during the Pandemic. It was the first outside Town Meeting, arguably in the Town's history as well as quite possibly the shortest at one session.

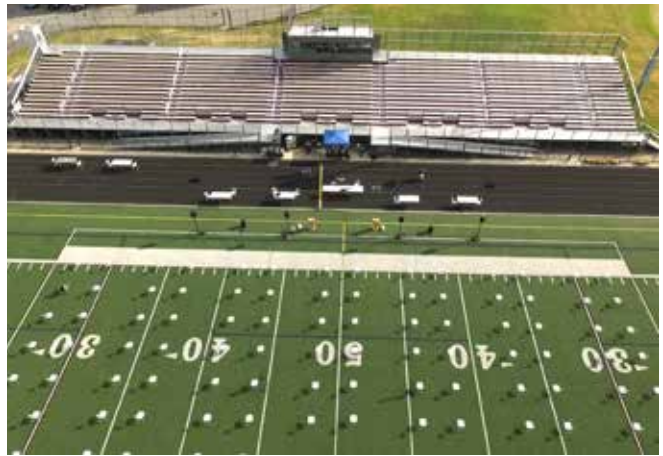
In November we held a virtual Special Town Meeting, using a combination of a specially designed Website Portal and Zoom video conferencing. We had remarkably high attendance over the course of five evenings more than at the usual in-person meetings at Town Hall. It was a herculean effort on the part of our very capable Town staff.

### Budgets

After a debate lasting 30 minutes in the Peirce football field in June, the omnibus budget, the capital budget, and a multitude of warrant articles calling for other appropriations, a balanced budget for Fiscal Year 2021 expenditures totaling \$177,756,018, an increase of 3.38% from the FY20 budget.



John D. Leone. Moderator conducting the virtual Special Town Meeting in November.



Annual Town Meeting, June 15, 2020. Town Meeting members are masked and seated at least 6 feet apart to adhere to COVID-19 safety protocols.

# LEGISLATIVE

## 2020 TOWN MEETING MEMBERS

### PRECINCT 1

Broder, Leah D.	44 Michael Street	2023
El-Newahy, Nada	38 Hilton Street	2023
King, Marian E.	122 Decatur St., Apt. 4	2023
Persson, Rebecca	15 Fremont Street	2023
Ford-Weems, Stephanie K.	15 Wheaton Rd	2022
Kepka, Asia	17 Silk Street	2022
Marshall, Paul Townsend	14 Yale Road	2022
Moir, Juliet M.	14 Wellesley Road	2022
Dennis, Gregory D.	19 Wheaton Road	2021
Mills, Kevin M.	28 Mystic Valley Pkwy.	2021
Revilak, Stephen A.	111 Sunnyside Avenue	2021
Young, Peter	10 Wellesley Road	2021

### PRECINCT 2

Gast, Peter M.	36 Margaret Street	2023
Hayner, Bill	19 Putnam Road	2023
Lim-Miller, Aimee I.	75 Bay State Road	2023
Logan, William	5 Mary Street	2023
Cella, Steven R.	99 Spy Pond Parkway	2022
Chhabra, Samit	26 Spy Pond Parkway	2022
Reeder, Virginia S.	79 Spy Pond Parkway	2022
Sullivan, Brendan M.	319 Lake Street	2022
Bilsky, Alexander B.	65 Colonial Drive	2021
DeCoursey, Stephen W.	7 Cheswick Road	2021
McCabe, Mark W.	4 Dorothy Road	2021
Rossi, Robert V.	27 Colonial Drive	2021

### PRECINCT 3

Ellis, John R.	59 Teel Street	2023
Simister, Kezia H.	24 Teel Street	2023
Stamps, Susan D.	39 Grafton Street	2023
Urick, Courtney	11 Teel Street	2023
Marlin, Robert P.	11 Cross Street	2022
Smith, Stacie N.	9 Henderson Street	2022
Susse, Jennifer R.	45 Teel Street	2022
Wilbur, Christopher H.	24 Windsor Street	2022
Auster, Adam	10 Cottage Avenue	2021
Diggins, Lenard T.	8 Windsor Street, #1	2021
Dratch, Robin M.	70 Teel Street	2021
Thompson, Anne K.	14 Cottage Avenue	2021

### PRECINCT 4

Atlas, Alia K.	49 Magnolia Street	2023
Dominguez, Silvia	72 Thorndike Street	2023
Phelan, Michele J.	135 Thorndike Street	2023
Sullivan, Carolyn Frances	32 Milton Street	2023
Delpha McClure, Madeleine	27 Boulevard Rd	2022
Kaba, Nawwaf W.	9 Thorndike Street	2022
Leary, Kate J.	39 Milton Street	2022
Saadat, Alham	62 Magnolia Street	2022
Costa, Patricia A.	82 Milton Street	2021
MacNeill, Adam	19 Melrose Street	2021
Rowe, Clarissa	137 Herbert Road	2021
Zimmer, Ethan P.	18 Lake Street, #3	2021

### PRECINCT 5

Badik, Adam E.	1 Beacon Street	2023
Hanlon, Patrick M.	20 Park Street	2023
McMurray, Brian C.	4 Park Street Place	2021
Swanson, David F.	21 Dartmouth Street	2023
Donnelly, Jason M.	36 Amherst Street	2022
Farrell, Catherine L.	76 Park Street	2022
Kelleher, Christa M.	153 Medford Street, #2	2022
Mayers, Katherine E.	68 River Street	2022
Kelleher, Karen E.	57 Beacon Street	2021
Ledger, Lauren	169 Franklin Street	2021
Michael, Christine	6 Newton Road, #2	2021
Thompson, Peter Jared	127 Palmer Street	2021

### PRECINCT 6

Collins, Mara	18 Hamilton Road	2023
McNinch, George J.	22 Whittemore St., #2	2023
Snyder, Jill A.	276 Mass. Ave., #305	2023
Tracey, Laura Sosnowski	25 Marion Rd	2023
Ballin, James	30 Swan Place	2022
Jalkut, Daniel C.	17 Randolph Street	2022
Kraus, Adele A.	438 Mass. Ave., #116	2022
Reynolds, Lisa M.	1 Pond Terrace	2022
Blandy, Charles E.	58 Lombard Terrace #2	2021
Fischer, Andrew S.	25 Lombard Road	2021
Peluso, Theodore L.	438 Mass. Ave., #420	2021
Waxman, Lesley A.	60 Pleasant St., #303	2021

### PRECINCT 7

Bagnall, Alexander G.	10 Wyman Street	2023
Baron, Sheri A.	10 Raleigh Street	2023
Malek-Odom, Mary C.	19 River Street	2023
McParland, Catherine	227 Broadway	2023
Goff, Phil E.	94 Grafton Street	2022
Stone, Betty J.	99 Harlow Street	2022
Yontar, Timur Kaya	58 Bates Road	2022
Younkin, Rebecca J.	30 Harlow Street	2022
Holland, Roderick J.	88 Grafton Street	2021
Michelman, Thomas S.	20 Everett Street, #2	2021
Pedulla, Lisa A.	20 Everett Street, #2	2021
Slotnick, Laurence J.	96 Grafton Street, #2	2021

### PRECINCT 8

Band, Carol L.	57 Bartlett Avenue	2023
Berkowitz, William R.	12 Pelham Terrace	2023
Dray, Elizabeth H. B.	130 Jason Street	2023
Grossman, Sharon P.	16 Peabody Road	2023
Foskett, Charles T.	101 Brantwood Road	2022
Migliazzo, Sophie C.	175 Pleasant Street	2022
Rehrig, Brian H.	28 Academy Street	2022
Worden, John L. III	27 Jason Street	2022
Grossman, Irwin S.	16 Peabody Road	2021
Lever, Scott B.	81 Kensington Park	2021
Lobel, Joshua	73 Jason Street, #2	2021
Worden, Patricia B.	27 Jason Street	2021



# LEGISLATIVE

## 2020 TOWN MEETING MEMBERS

### PRECINCT 9

Blankespoor, Lisa S.	11 Webcowet Road	2023
Liggett, Steven M.	25 Hayes Street	2023
McCabe, Susan	22 Russell Street	2023
Ruderman, A. Michael	9 Alton Street	2023
Mandal, Mona	14 Water Street, Unit 2	2022
Melofchik, Beth	20 Russell Street	2022
Stewart, Susan R.	23 Alton Street	2022
Tanaka, Rieko	47 Mystic Street, 8C	2022
Boltz, Barbara Ann	54 Medford St., #510	2021
Hasbrouck, Brian	46 Sherborn Street	2021
Preston, Jo Anne	47 Mystic Lake Drive	2021
Schlichtman, Paul	47 Mystic Street, #8C	2021

### PRECINCT 10

Howard, Jane L.	12 Woodland Street	2023
Howard, Peter B.	12 Woodland Street	2023
Newon, Sanjay S.	32 Ottawa Street	2023
Rohter, Christopher John	48 Pleasant Street	2023
Milan, Charlotte W.	19 Bellevue Road	2022
Pyle, Elizabeth M.	66 Gloucester Street	2022
Quinn, Michael J.	15 Shawnee Road	2022
Wren, Donna K.	75 Hillsdale Road	2022
Costa, Barbara M.	26 Woodland Street	2021
Forbes, Danuta M.	4 Iroquois Road	2021
Klein, Christian M.	54 Newport Street	2021
Varoglu, Mustafa	26 Shawnee Road	2021

### PRECINCT 11

Culverhouse, Lynnette	24 Draper Avenue	2023
Goodsell, Ian	193 Mystic Street	2023
Heigham, Leba	82 Richfield Road	2023
Radochia, Joyce H.	45 Columbia Road	2023
Heigham, Christopher J.	82 Richfield Road	2022
Pierce, Judson L.	42 Draper Avenue	2022
Reck, Matthew L.	27 Richfield Road	2022
Schwartz, Paulette	20 Robin Hood Road	2022
Bilafer, Mary Ellen	59 Cutter Hill Road	2021
Carney, Christine C.	98 Richfield Road	2021
DiMola, Meredith	47 Crosby Street	2021
Schwartz, Carroll E.	20 Robin Hood Road	2021

### PRECINCT 12

Brazile, Juliana H.	56 Coolidge Road	2023
Helmuth, Eric D.	33 Grandview Road	2023
Murray, Caroline H.	95 Glenburn Road	2023
Vakil, Sanjay S.	74 Scituate Street	2023
Ames, Benjamin B.	14 Hawthorne Avenue	2022
Dieringer, Larry F. Jr.	11 Coolidge Road	2022
DiTullio, James E.	31 Fountain Road	2022
Jamieson, Gordon Jr.	163 Scituate Street	2022
Bielefeld, Lisa A.	132 Mt. Vernon Street	2021
Jefferson, Robert J.	27 Park Circle	2021
Newberg, Helene	18 Grandview Road	2021
Thielman, Jeffrey D.	37 Coolidge Road	2021

### PRECINCT 13

Anderson, Kristin, L.	12 Upland Road West	2023
Deyst, John J., Jr.	26 Upland Road West	2023
Deyst, Mary A.	26 Upland Road West	2023
Good, David F.	37 Tomahawk Road	2023
Fuller, Laura	219 Crosby Street	2022
Grunko, Zachary P.	21 Old Middlesex Path	2022
Poage, Lee	10 Cherokee Road	2022
Sankalia, Priya	253 Pheasant Avenue	2022
Bishop, Lynn	51 Windmill Lane	2021
Byrne, Michael	28 Upland Road	2021
Dupont, DeAnne	32 Oldham Road	2021
Krepelka, Marie A.	12 Mohawk Road	2021

### PRECINCT 14

Gallagher, Richard	29 Fessenden Road	2023
Hamlin, Guillermo S.	1228 Mass Ave #B	2023
Healy, Michaiiah L.	26 Howard Street	2023
Mahon, Diane M.	23 Howard Street, #2	2023
Goldstein, Amy R.	29 Albermarle Street	2022
Moore, Christopher B.	80 School Street	2022
O'Day, Brendan F.	48 Walnut Street	2022
Stern, Michael W.	10 Farmer Road	2022
Carr-Jones, Elisabeth	1 Lehigh Street	2021
Jones, Alan H.	1 Lehigh Street	2021
Pachter, Adam E.	67 Quincy Street	2021
Tully, Joseph C.	329 Gray Street	2021

### PRECINCT 15

Dobbs, Rachele A.	184 Brattle Street	2023
Exton, Elizabeth R.	231 Washington St.	2023
Friedman Beth Ann	10 Hazel Terrace	2023
Greenfield, Naomi L.	169 Mountain Avenue	2023
Allison-Ampe, Kirsi C.	2 Governor Road	2022
Christiana, Gregory F.	82 Ridge Street	2022
Ciano, Frank	65 Woodside Lane	2022
Morgan, Jane Pierce	172 Brattle Street	2022
Curro, Joseph A., Jr.	21 Millett Street	2021
LaCourt, Annie	48 Chatham Street	2021
Mara, Nancy A.	63 Epping Street	2021
Speare, Amy H.	118 Ridge Street	2021

### PRECINCT 16

DiMeo, Chris	124 Park Avenue	2023
Koch, Kevin P.	100 Florence Avenue	2023
Luddecke, Carol	125 Park Avenue	2023
Mustajo, Sandra M.	191 Park Avenue	2023
Boyle, Lauren V.	28 Hillside Avenue	2022
Harrelson, William Brooks	27 Ashland St	2021
Lewiton, Marvin	18 West Street	2022
Weiss, John C.	237 Appleton Street	2022
Czapski, Holly	25 Ely Road	2021
Graham, Deanna	80 Hillside Avenue	2021
Reedy, Allen W.	153 Renfrew Street	2021
Thornton, Barbara	223 Park Avenue	2021

# LEGISLATIVE

## 2020 TOWN MEETING MEMBERS

### PRECINCT 17

Finochetti, John V.	55 Dudley Street	2023
Leonard, John R.	26 Grove Street, #10	2023
Olszewski, Angela M.	1 Watermill Place, #428	2023
Slutzky, Amy Lynne	1 Watermill Place, #407	2023
Arnold, Joshua W.	56 Bow Street	2022
Brown, Michael J.	10 Brattle Terrace	2022
LeRoyer, Ann M.	12 Peirce Street	2022
Webber, Susan D.	1 Watermill Place, #212	2022
Burks, Sarah L.	993 Mass Ave., #225	2021
Fitzgerald, Ann V.	162 Summer Street, #1	2021
Gitelson, Laura B.	56 Bow Street	2021
Tosti, Allan	1 Watermill Place, #419	2021

### PRECINCT 18

Cooke, Heather Angelina	134 George Street	2023
Hadden, Jeffrey	198 Sylvia Street	2023
Levy, David	95 Rhinecliff Street	2023
Parmer, Daniel W.	1 Brewster Road	2021
Donato, John Richard	16 Homer Road	2022
Irizarry, Gilbert	42 Standish Road	2022
Parsons, Carolyn M.	23 Brewster Road	2022
Watson, Michael R.	216 Sylvia Street	2022
Bloom, Nancy	169 Sylvia Street	2021
Canniff, Shirley M.	71 Hathaway Circle	2021
Ford, William J.	6 Mayflower Road	2021
Gersh, Jon	24 Kipling Road	2021

### PRECINCT 19

Brown, Melanie C.	14 Skyline Drive	2023
Cohen, Dganit Sivan	43 Brand Street	2023
Crowder, Elaine M.	2 Glenbrook Ln #17	2023
Rabinowitz, Jonathan	81 Thesda Street	2023
Butler, Deborah Sirotkin	19 Overlook Road	2022
Durocher, Michelle	65 Huntington Road	2022
Johnson, Claire	84 Wright Street	2021
Monks, Flynn, C.	14 Wright Street	2022
Corbo-Hudek, Neva	100 Overlook Road	2021
Deshler, Christine P.	65 Huntington Road	2021
O'Connor, James M.	63 Overlook Road	2021
Trembly, Edward D.	76 Wright Street	2021

### PRECINCT 20

Gormley, Maureen E.	1250 Mass. Ave.	2020
Muldoon, Patricia	67 Smith Street	2020
Pennarun, Kristin A.	1261 Mass Ave #2	2023
Radville, Katharine M.	106 Paul Revere Road	2023
Connors, Curtis A.	46 Tanager Street	2022
Dutra, Samantha R.	69 Appleton Street	2022
Kardon, Leonard J.	65 Tanager Street	2022
May, Michaela C.	29 Aberdeen Road	2022
Carman, Dean E.	29 Kilsythe Road	2021
Fuller, Peter T.	7 Kilsythe Road	2021
Haase, Camilla B.	88 Park Avenue, #401	2021
Tosi, Robert L., Jr.	14 Inverness Road	2021

### PRECINCT 21

Benedikt, Beth	7 Morris Street	2023
Memon, Zarina G.	15 Sunset Road	2023
Rowell, Christopher R.	88 Westminster Avenue	2023
Weinstein, Jordan E.	23 Lennon Road	2023
Doctrow, Susan R.	99 Westminster Avenue	2022
Dunn, Daniel J.	58 Alpine Street	2022
Mayer, Leslie A.	131 Crescent Hill Ave.	2022
White, David E.	55 Bow Street, #2	2022
Ehlert, Anne T.	156 Westminster Ave.	2021
Hallett, M. Pamela	1 Gilboa Road	2021
Leahy, Lori B.	53 Westmoreland Ave.	2021
Weber, Janice A.	29 Crescent Hill Ave.	2021

# LEGISLATIVE

## 2020 Annual Town Meeting

SESSION	DATE	TOTAL MEMBERS	MEMBERS PRESENT	PERCENTAGE
1	11/16/20	252	208	82.5%
<u>ARTICLE</u>			<u>ACTION</u>	<u>DATE</u>
2	STATE OF THE TOWN ADDRESS	VOTED:	NO ACTION	6/15/20
3	REPORTS OF COMMITTEES	VOTED:	RECEIVED	6/15/20
4	APPOINTMENT OF MEASURER OF WOOD AND BARK	VOTED:	UNANIMOUS John Worden	6/15/20
5	ELECTION OF ASSISTANT TOWN MODERATOR	VOTED:	POSITIVE VOTE James O'Conor	6/15/20
6	CONSENT AGENDA	VOTED:	UNANIMOUS	6/15/20
7	BYLAW AMENDMENT/REGULATION OF OUTDOOR LIGHTING	VOTED:	NO ACTION	6/15/20
8	BYLAW AMENDMENT/MINUTEMAN BIKEWAY HOURS	VOTED:	NO ACTION	6/15/20
9	BYLAW AMENDMENT/CANINE CONTROL FEES AND FINES	VOTED:	NO ACTION	6/15/20
10	BYLAW AMENDMENT/DISPLAY OF NOTICE FINES	VOTED:	NO ACTION	6/15/20
11	BYLAW AMENDMENT/STREET PERFORMANCE DEFINITIONS	VOTED:	NO ACTION	6/15/20
12	BYLAW AMENDMENT/STORMWATER MANAGEMENT	VOTED:	NO ACTION	6/15/20
13	BYLAW AMENDMENT/FOSSIL FUEL INFRASTRUCTURE	VOTED:	NO ACTION	6/15/20
14	VOTE/SCHOOL COMMITTEE MEMBER STIPENDS	VOTED:	NO ACTION	6/15/20
15	VOTE/ESTABLISHMENT OF TOWN COMMITTEE ON RESIDENTIAL DEVELOPMENT	VOTED:	NO ACTION	6/15/20



## LEGISLATIVE

---

16	VOTE/ESTABLISHMENT OF TOWN COMMITTEE ON AUTO AND PROPERTY INSURANCE CLAIMS AND LOSSES	VOTED:	NO ACTION	6/15/20
17	VOTE/ESTABLISHMENT OF POLICE CIVILIAN ADVISORY BOARD STUDY COMMITTEE	VOTED:	NO ACTION	6/15/20
18	VOTE/BYLAW AMENDMENT/ ENVISION ARLINGTON UPDATED LANGUAGE	VOTED:	NO ACTION	6/15/20
19	ACCEPTANCE OF LEGISLATION/ BYLAW AMENDMENT/MUNICIPAL AFFORDABLE HOUSING TRUST FUND	VOTED:	NO ACTION	6/15/200
20	HOME RULE LEGISLATION/REAL ESTATE TRANSFER FEE	VOTED:	NO ACTION	6/15/20
21	VOTE/ELECTION MODERNIZATION COMMITTEE	VOTED:	NO ACTION	6/15/20
22	HOME RULE LEGISLATION/JUSTIN BROWN	VOTED:	NO ACTION	6/15/20
23	HOME RULE LEGISLATION/ CONSOLIDATION OF TOWN MEETING MEMBER ELECTIONS	VOTED:	NO ACTION	6/15/20
24	HOME RULE LEGISLATION/RANKED CHOICE VOTING	VOTED:	NO ACTION	6/15/200
25	HOME RULE LEGISLATION/FINANCIAL ESTIMATES AND BUDGET DOCUMENTS	VOTED:	NO ACTION	6/15/200
26	HOME RULE LEGISLATION/SENIOR WATER DISCOUNT	VOTED:	NO ACTION	6/15/20
27	HOME RULE LEGISLATION/RETIRED POLICE OFFICER DETAILS	VOTED:	NO ACTION	6/15/20
28	ZONING BYLAW AMENDMENT/ CONVERSION OF COMMERCIAL TO RESIDENTIAL	VOTED:	REFER TO CMTE	6/15/20
29	ZONING BYLAW AMENDMENT/ DEFINITION OF FOUNDATION	VOTED:	REFER TO CMTE	6/15/20
30	ZONING BYLAW AMENDMENT/	VOTED:	REFER TO CMTE	6/15/20

# LEGISLATIVE

---

## DEFINITIONS RELATED TO OPEN SPACE

31	ZONING BYLAW AMENDMENT/ NOTICE OF DEMOLITION, OPEN FOUNDATION EXCAVATION, NEW CONSTRUCTION OR LARGE ADDITIONS	VOTED:	REFER TO CMTE	6/15/20
32	ZONING BYLAW AMENDMENT/ IMPROVING RESIDENTIAL INCLUSIVENESS, SUSTAINABILITY, AND AFFORDABILITY BY ENDING SINGLE FAMILY	VOTED:	REFER TO CMTE	6/15/20
33	ZONING BYLAW AMENDMENT/ PUBLICATION OF SUPPORTING DOCUMENTATION – ZONING BOARD OF APPEALS	VOTED:	REFER TO CMTE	6/15/20
34	ZONING BYLAW AMENDMENT/ CLARIFICATION OF ZONING BYLAW DEFINITION OF MIXED USE	VOTED:	REFER TO CMTE	6/15/20
35	ZONING BYLAW AMENDMENT/ REDUCTION OF PARKING REQUIREMENTS IN THE B3 OR B5 ZONING DISTRICTS	VOTED:	REFER TO CMTE	6/15/20
36	ZONING BYLAW AMENDMENT/ PARKING REGULATIONS	VOTED:	REFER TO CMTE	6/15/20
37	ZONING BYLAW AMENDMENT/ ACCESSORY DWELLING UNITS	VOTED:	REFER TO CMTE	6/15/20
38	ZONING BYLAW AMENDMENT/ AFFORDABLE HOUSING PRIVATELY OWNED PARCELS OF “NON-CONFORMING” SIZE	VOTED:	REFER TO CMTE	6/15/20
39	ZONING BYLAW AMENDMENT/ UPPER STORY BUILDING SET BACK	VOTED:	REFER TO CMTE	6/15/20
40	ZONING BYLAW AMENDMENT/ SIDEYARD SKY EXPOSURE PLANES	VOTED:	REFER TO CMTE	6/15/20
41	ZONING BYLAW AMENDMENT/ AFFORDABLE HOUSING REQUIREMENTS	VOTED:	REFER TO CMTE	6/15/20
42	ZONING BYLAW AMENDMENT/ APARTMENT CONVERSION	VOTED:	REFER TO CMTE	6/15/20

## LEGISLATIVE

---

43	ZONING BYLAW AMENDMENT/ PARKING REDUCTIONS IN THE B3 AND B5 DISTRICTS	VOTED:	REFER TO CMTE	6/15/20
44	ZONING BYLAW AMENDMENT/ GROSS FLOOR AREA	VOTED:	REFER TO CMTE	6/15/20
45	ZONING BYLAW AMENDMENT/ PROHIBITED USES	VOTED:	REFER TO CMTE	6/15/20
46	ZONING BYLAW AMENDMENT/ OTHER DISTRICTS DIMENSIONAL AND DENSITY REGULATIONS	VOTED:	REFER TO CMTE	6/15/20
47	ZONING BYLAW AMENDMENT/ ADMINISTRATIVE CORRECTIONS	VOTED:	REFER TO CMTE	6/15/20
48	POSITIONS RECLASSIFICATION	VOTED:	UNANIMOUS	6/15/20
49	COLLECTIVE BARGAINING	VOTED:	UNANIMOUS	6/15/20
50	ENDORSEMENT OF CDBG APPLICATION	VOTED:	UNANIMOUS	6/15/20
51	REVOLVING FUNDS	VOTED:	UNANIMOUS	6/15/20
52	ENDORSEMENT OF PARKING BENEFIT DISTRICT EXPENDITURES	VOTED:	UNANIMOUS	6/15/20
53	APPROPRIATION/TOWN BUDGETS	VOTED:	POSITIVE VOTE	6/15/20
54	APPROPRIATION/CAPITAL BUDGET	VOTED:	UNANIMOUS	6/15/20
55	RESCIND BORROWING AUTHORIZATION FROM PRIOR YEARS	VOTED:	UNANIMOUS	6/15/20
56	AUTHORIZATION/APPROPRIATION/ BOND PREMIUMS	VOTED:	UNANIMOUS	6/15/20
57	APPROPRIATION/TRANSPORTATION INFRASTRUCTURE FUND	VOTED:	UNANIMOUS	6/15/20
58	APPROPRIATION/PEG ACCESS BUDGET	VOTED:	UNANIMOUS	6/15/20
59	APPROPRIATION/FINANCING OF CONSTRUCTION OR OF SEWERS AND	VOTED:	UNANIMOUS	6/15/20



## LEGISLATIVE

---

60	APPROPRIATION/FINANCING OF CONSTRUCTION OR RECONSTRUCTION OF WATER MAINS AND WATER FACILITIES	VOTED:	UNANIMOUS	6/15/20
61	APPROPRIATION/MINUTEMAN REGIONAL TECHNICAL VOCATIONAL HIGH SCHOOL AND OUT OF DISTRICT VOCATIONAL PLACEMENTS	VOTED:	UNANIMOUS	6/15/20
62	APPROPRIATION/COMMITTEES AND COMMISSIONS	VOTED:	UNANIMOUS	6/15/20
63	APPROPRIATION/TOWN CELEBRATIONS AND EVENTS	VOTED:	UNANIMOUS	6/15/20
64	APPROPRIATION/MISCELLANEOUS	VOTED:	UNANIMOUS	6/15/20
65	APPROPRIATION/WATER BODIES FUND	VOTED:	UNANIMOUS	6/15/20
66	VOTE/COMMUNITY PRESERVATION PRESERVATION PLAN	VOTED:	UNANIMOUS	6/15/20
67	APPROPRIATION/COMMUNITY PRESERVATION FUND	VOTED:	UNANIMOUS	6/15/20
68	APPROPRIATION/HARRY BARBER COMMUNITY SERVICE PROGRAM	VOTED:	UNANIMOUS	6/15/20
69	APPROPRIATION/BIKESHARE INFRASTRUCTURE	VOTED:	UNANIMOUS	6/15/20
70	APPROPRIATION/OTHER POST EMPLOYMENT BENEFITS (OPEB) TRUST FUND	VOTED:	UNANIMOUS	6/15/20
71	APPROPRIATION/PENSION ADJUSTMENT FOR FORMER TWENTY-FIVE YEAR/ACCIDENTAL DISABILITY EMPLOYEES	VOTED:	UNANIMOUS	6/15/20
72	LOCAL OPTION TAXES	VOTED:	UNANIMOUS	6/15/20
73	APPROPRIATION/OVERLAY RESERVE	VOTED:	UNANIMOUS	6/15/20
74	TRANSFER OF FUNDS/CEMETERY	VOTED:	UNANIMOUS	6/15/20
75	USE OF FREE CASH	VOTED:	UNANIMOUS	6/15/20

## LEGISLATIVE

---

76	APPROPRIATION/LONG TERM STABILIZATION FUND	VOTED:	UNANIMOUS	6/15/20
77	APPROPRIATION/FISCAL STABILITY STABILIZATION FUND	VOTED:	UNANIMOUS	6/15/20
78	RESOLUTION/ENCOURAGEMENT OF ENERGY EFFICIENT AND/OR SUSTAINABLE ENERGY INSTALLATIONS IN HISTORIC DISTRICTS	VOTED:	NO ACTION	6/15/20
79	RESOLUTION/FACILITIES DEPT. REPORT/CLARIFY RESPONSIBILITIES, TRACK PROGRESS OF THE DEPT OF FACILITIES AND MAINT.	VOTED:	NO ACTION	6/15/20
80	RESOLUTION/BROADWAY CORRIDOR DESIGN COMPETITION	VOTED:	NO ACTION	6/15/20
81	RESOLUTION/ADVANCED REGISTRATION AND ORGANIZATION OF TOWN MEETING SPEAKERS	VOTED:	NO ACTION	6/15/20
82	RESOLUTION/PROTOCOLS FOR DELIBERATIVE COLLABORATION IN TOWN GOVERNMENT INITIATED CITIZEN	VOTED:	NO ACTION	6/15/20
83	RESOLUTION/FORMALLY INVITE ARLINGTON HOUSING AUTHORITY REPRESENTATIVES TO PRESENT TO TOWN MEETING	VOTED:	NO ACTION	6/15/20

# LEGISLATIVE

## SPECIAL TOWN MEETING NOVEMBER 16, 2020

SESSION	DATE	TOTAL MEMBERS	MEMBERS PRESENT	PERCENTAGE
1	11/16/20	252	247	98.0%
2	11/18/20	252	249	98.8%
3	11/23/20	252	246	97.6%
4	11/30/20	252	246	97.6%
5	12/2/20	252	244	96.8%
<b>Average 97.8%</b>				

<u>ARTICLE</u>	<u>ACTION</u>	<u>TALLY</u>	<u>DATE</u>
	AUTHORIZE USE OF REMOTE TECHNOLOGY	PASSED: ELECTRONIC TALLY YES: 239 NO: 2	11/16/20
1	REPORTS OF COMMITTEES	RECEIVED: ELECTRONIC TALLY YES: 242 NO: 0	11/16/20
2	CONSENT AGENDA	NO ACTION: RECORDED VOTE YES: 1 NO:	11/16/20
3	BYLAW AMENDMENT/REGULATION OF OUTDOOR LIGHTING/UPLIGHTING – AS AMENDED	PASSED: ELECTRONIC TALLY YES: 194 NO: 50	11/16/20
4	BYLAW AMENDMENT/MINUTEMAN BIKEWAY HOURS – AS AMENDED	PASSED ELECTRONIC TALLY YES: 228 NO: 14	11/23/20
5	HOMERULE LEGISLATION/BYLAW AMENDMENT/FOSSIL FUEL INFRASTRUCTURE	PASSED: ELECTRONIC TALLY YES: 225 NO: 18	11/18/20
6	VOTE/ESTABLISHMENT OF POLICE CIVILIAN ADVISORY BOARD STUDY COMMITTEE – AS AMENDED	PASSED: ELECTRONIC TALLY YES: 205 NO: 36	11/18/20
7	VOTE/BYLAW AMENDMENT ENVISION ARLINGTON UPDATED LANGUAGE	PASSED: ELECTRONIC TALLY YES: 242 NO: 3	11/18/20
8	ACCEPTANCE OF LEGISLATION/ BYLAW AMENDMENT/MUNICIPAL AFFORDABLE HOUSING TRUST FUND -AS AMENDED	PASSED: ELECTRONIC TALLY YES: 221 NO: 13	11/18/20



## LEGISLATIVE

---

9	VOTE/ELECTION MODERNIZATION COMMITTEE	PASSED:	ELECTRONIC TALLY YES: 234 NO: 5	11/23/20
10	ACCEPTANCE OF LEGISLATION/ GOLD STAR FAMILY TAX EXEMPTION	PASSED:	ELECTRONIC TALLY YES: 229 NO: 6	11/23/20
11	HOME RULE LEGISLATION/JUSTIN BROWN	PASSED:	ELECTRONIC TALLY YES: 214 NO: 24	11/23/20
12	HOME RULE LEGISLATION/ CONSOLIDATION OF TOWN MEETING MEMBER ELECTIONS	PASSED:	ELECTRONIC TALLY YES: 213 NO: 29	11/23/20
13	HOME RULE LEGISLATION/ RANKED CHOICE VOTING	NO ACTION:	ELECTRONIC TALLY YES: 222 NO: 5	11/23/20
14	HOME RULE LEGISLATION/ SENIOR WATER DISCOUNT	PASSED:	ELECTRONIC TALLY YES: 217 NO: 9	11/23/20
15	HOME RULE LEGISLATION/ RETIRED POLICE OFFICER DETAILS	PASSED:	ELECTRONIC TALLY YES: 158 NO: 78	11/30/20
16	ZONING BYLAW AMENDMENT/ DEFINITIONS RELATED TO OPEN SPACE	NO ACTION:	ELECTRONIC TALLY YES: 228 NO: 7	11/30/20
17	ZONING BYLAW AMENDMENT/ NOTICE OF DEMOLITION, OPEN FOUNDATION EXCAVATION, NEW CONSTRUCTION, OR LARGE ADDITIONS - AS AMENDED	PASSED: 2/3 VOTE	ELECTRONIC TALLY YES: 164 NO: 75	12/2/20
18	ZONING BYLAW AMENDMENT/ IMPROVING RESIDENTIAL INCLUSIVENESS SUSTAINABILITY, AND AFFORDABILITY BY ENDING SINGLE FAMILY ZONING	NO ACTION:	ELECTRONIC TALLY YES: 233 NO: 3	12/2/20
19	ZONING BYLAW AMENDMENT/ ACCESSORY DWELLING UNITS	NO ACTION:	ELECTRONIC TALLY YES: 233 NO: 3	12/2/20

## LEGISLATIVE

---

20	ZONING BYLAW AMENDMENT/ PARKING REDUCTIONS IN THE B3 AND B5 DISTRICTS	PASSED: 2/3 VOTE	ELECTRONIC TALLY YES: 213 NO: 26	12/2/20
21	ZONING BYLAW AMENDMENT/ REZONE TOWN PROPERTY	PASSED: 2/3 VOTE	ELECTRONIC TALLY YES: 237 NO: 4	12/2/20
22	COLLECTIVE BARGAINING	NO ACTION:	ELECTRONIC TALLY YES: 242 NO: 0	12/2/20
23	CAPITAL BUDGET/DPW YARD	PASSED:	ELECTRONIC TALLY YES: 237 NO: 9	11/30/20
24	APPROPRIATION/COMMUNITY PRESERVATION FUND	PASSED:	ELECTRONIC TALLY YES: 236 NO: 6	11/30/20
25	RESOLUTION/BLACK LIVES MATTER BANNER AT TOWN HALL - AS AMENDED	PASSED:	ELECTRONIC TALLY YES: 166 NO: 34	12/2/20

# TOWN CLERK & ELECTIONS

## TOWN CLERK

The Town Clerk is assisted by the Assitant Town Clerk, two Senior Clerk/Typists, and the Registrar of Voters. This dedicated team provides a wide and evolving range of services to residents, employees, and officials.

Records births, deaths and marriages with the Commonwealth and provides certified copies to the public by request.

Licenses dogs.

Issues business certificates by request.

Permits raffles, bazaars, and underground tanks.

Accepts for official recording documents such as Zoning Board of Appeals decisions, Redevelopment Board decisions on special permits, amendments to traffic rules and orders, and legal claims against the Town.

Certifies Town Meeting actions and submits bylaw changes for review by the Attorney General.

Records financial statements, utility pole locations, street permits, drain layer, blasting, and other surety bonds covering contractors.

Administers oaths of office to elected or appointed officials and to police officers when they are promoted; provides required forms and materials regarding open meeting law, conflict of interest law, Town policy on discrimination, harassment, and sexual harassment.

Posts copies of meeting agendas on the bulletin board outside the office.

Collects fines for violations of Town bylaws and refers overdue fines for such citations to the Middlesex District Court.

Administers all elections, election audits and election recounts.

The Clerk's Office, like the rest of Arlington, was impacted by the novel coronavirus (COVID-19) throughout the year. The office recorded fewer marriages because Town Hall was closed to the public and it took time to develop a plan to meet with couples

safely to administer the necessary oaths. Residents were able to make requests for vital records by mail or using the Town Hall Depository box, but this system created some delays and inconveniences. Systems that support online requests and payments for many routine functions will be implemented in 2021.

A new Town Clerk was elected and sworn in to her duties on June 15, 2020, which was also the day of the Annual Town Meeting, held for one session on the Arlington High School field to allow for safe spacing. Most of the articles on the warrant were postponed so there was time to develop a method for a virtual Town Meeting that allowed for debate and accurate recording of all votes. A virtual Special Town Meeting was held for five sessions from November 16 to December 2 via Zoom and an online platform developed by Lexington Selectman Joe Pato. Attendance with the virtual format was very high and over the five nights the Moderator and Town staff were able to develop new processes based on feedback from Town Meeting Members.

There were four elections in 2020 and three of them were held under new rules the state legislature passed to allow voting by mail outside of the traditional absentee voting law. The Presidential Primary in March was held just before Town Hall was closed and turnout was very similar to 2016. Delaying the Town Election from April to June provided time for the Town to mail postcards to all registered voters inviting them to request a ballot in the mail. Despite multiple changes to procedures and aging voting machines, election workers and Town Hall staff from multiple departments worked hard to enable voting in person and by mail. Some precincts voted in new locations when the traditional locations were closed due to the pandemic and the Secretary of State's Elections Division was issuing new regulations and software updates almost weekly. A recount petition was filed for three races and on July 9, 2020 a hand count of all the ballots was performed in the Town Hall Auditorium with election workers and observers from the campaigns, supervised by the Board of Registrars. The original results were confirmed with minor changes

<b>Fees Collected</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Marriage Intentions	\$5,460	\$4,560	\$3,150
Miscellaneous Certificates	\$54,803	\$55,577	\$47,225
Gasoline Permits/Pole Locations			\$0
Underground Tanks	\$552	\$226	\$81
Miscellaneous Books/CD's	\$100	\$55	\$0
Misc.Licenses,Permits & Violations	\$7,173	\$2,384	\$17,406
Filing Fees/Special Permits	\$2,394	\$2,526	\$5,288
Dog Licenses & Late Fees	\$33,821	\$36,419	\$29,452
<b>TOTAL</b>	<b>\$104,303</b>	<b>\$101,747</b>	<b>\$102,602</b>



## TOWN CLERK & ELECTIONS

to the vote totals for the candidates.

The State Primary election to choose the candidates for each party on the November ballot brought new challenges. The State mailed postcards to registered voters to request ballots for the State Primary and the State Election and at the same time did a significant update to the software clerks use to record the requests. The most critical upgrade was to add barcode scanning functions so voter requests for a ballot could be entered by scanning the barcode on the postcard and only making a few keystrokes to confirm which election the vote was intended. By the time the new software was useable, Arlington had received several thousand postcards which needed to be scanned into the system that would generate the mailing labels. And more postcards and forms arrived daily. Town Hall staff from multiple departments offered help several hours a week, but the Clerk's Office needed consistent help. Since parking rules were suspended in Arlington, the Clerk's Office was able to add the three Parking Control Officers on a temporary basis and they worked most of August and on Primary Election Day.

After the Town Election and the State Primary, Arlington voters were familiar with voting by mail as an option and around 22,000 ballots were mailed and returned for the State Election in November. This created enormous logistical challenges because the ballot kits arrived from the State's printers on September



*Election worker and Parking Control Officer take a quick photo break. Left to right: Gabriela Solis, Bruce Fisher, Carol Marquis, Willie Smith*

30<sup>th</sup> and each ballot needed three labels affixed to various envelopes before they could be mailed. With the continued help of the Parking Control Officers, the lessons learned in August, and the fact that most of the 22,000 voters requesting a ballot were already in the mailing database, the Clerk's Office was able to mail the bulk of the ballots by October 15, which gave voters reasonable time to receive and return ballots before November 3. The ballot drop boxes were used in all three elections and greatly reduced the burden on the post office which became more of a concern in October with the high volume of ballots. Although there were

some boxes vandalized in other communities, Arlington had no issues, still the State asked all towns to close and lock their boxes on Halloween night.



Early voting in Town Hall lasted for two weeks. Despite the construction blocking the front entrance, the modified layout and long hours meant we had no long lines. Adjustments based on advice from members of the Commission on Disabilities throughout the first week were welcome and signage and additional accessible parking were added. The vast majority of voters who chose to vote in person did so at Town Hall during the last two weeks of October. In Massachusetts, all ballots received in the mail, by drop box, or from early voting locations are sorted by precinct and counted on Election Day along with ballots cast that day, unless the state creates exceptions.

Arlington opted to take advantage of a new rule allowing for advancing processing of ballots for the State Election. Approximately 12,600 ballots were scanned and the votes recorded and saved until Election Day when they were combined with results from the tabulators in the precincts and the unofficial results were released around 10:30 pm on Election Night. This extra step meant election workers in the precincts had time to assist in-person voters and put the rest of the mailed ballots through the tabulators while still maintaining lower staffing in each precinct to keep things as safe as possible. Because Arlington had 28,759 ballots to count and new tabulators it would have been a challenge to scan that many ballots on one day.



# TOWN CLERK & ELECTIONS

Vital Statistics	2018	2019	2020
Births	506	473	446
Deaths	357	391	395
Marriages	184	165	105

The final chapter of the 2020 election story was Arlington Precinct 14's selection for a routine election audit. After every state election, 3% of all Massachusetts precincts are chosen at random to do a hand count of the ballots. The audit report asks for a side-by-side comparison of the votes for each candidate in contested races and one of the ballot questions and a count of the number of times recount workers noted non-standard markings on the ballot. A person can easily interpret the voter intent if one name is circled, but the machine can only record votes where the oval is filled in. The audit took about six hours with four election workers reviewing the ballots. The final analysis was that the small differences were due to non-uniform ballot markings.

Above are the vital statistics of the Town for 2020, 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.

## Acknowledgements

The Clerks' Office would like to recognize former Town Clerk, Stephanie Lucarelli, for her 30 plus years of service to the Town of Arlington. Serving as Town Clerk since 2011 and as Assistant Town Clerk before that, Ms. Lucarelli was diligent in her duties and friendly to all who visited or called the office. She will be missed and we wish her well in her retirement.

## REGISTRAR OF VOTERS

Conducts the annual Town census by mail.

Updates lists of voters, potential jurors, True List of Persons, children eligible for Kindergarten in the next year.

Registers voters.

Certifies signatures on nomination papers or petitions.

Conducts a random drawing to determine the order of names on the ballots for local elections.

Assists the Town Clerk hand counting provisional ballots after Election Day.

Voter registration in Massachusetts continues to evolve and in 2020 the Registrar was confronted with a number of unusual circumstances. The special legislation that controlled elections in 2020 specified that voter registration should remain open longer than usual, which meant that the office was registering voters at the same time that early voting in person at Town Hall was

being conducted. This required daily updates to the voter list and constant communication with the Election Warden for early voting. In addition, the temporary election rules allowed ballots that were mailed or voted in-person during early voting to be counted even if the voter died before Election Day. However many of the state systems assume voters are automatically deleted when the Registrar is notified of a death, so extra work and careful monitoring was required to preserve every eligible vote.

The final and most confounding issue around voter registration was created when a voter submitted a ballot in their current town, which could be a few weeks before the election. The ballot would be checked in and the online Track My Ballot system would report the ballot was received and was eligible to be counted on Election Day. However, if the voter moved to a new town and registered to vote there after the voter registration deadline, the new town could not give them a ballot for the current election and the previous town couldn't count their ballot because their name no longer appeared on the voter list.

On a more positive note, a number of newly sworn citizens were registered during early voting and new citizens are granted an exception to the usual registration deadline and the Registrar of Voters was processing registrations for these new voters until the morning before the election. The sound of applause from the Town Hall auditorium when someone voted for the first time was an inspiring reminder of the important work the Registrar and Clerk's Office perform.

The number of voters in the five political parties:

Registered Voters	2018	2019	2020
Total Registered	31,116	31,555	32,383
Democrats	14,160	14,290	14,661
Republicans	1,674	1,627	1,523
Unenrolled	15,045	15,383	15,969
Libertarian	52	66	55
Green Rainbow	--	27	23
<i>Miscellaneous designations are not included</i>			



# TOWN CLERK & ELECTIONS

## ARLINGTON ANNUAL TOWN ELECTION, June 6, 2020 (postponed from April 4)

Total of Ballots Cast – 11251  
 % of total number of registered voters – 35.12%

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	250	591	520	432	444	421	449	704	527	657	669	812	526	550	580	612	357	563	604	484	499	11251

### Select Board 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
Lenard D. Diggins	155	349	388	276	271	220	273	400	253	341	346	466	276	306	309	322	200	367	299	273	277	6265
Diane M. Mahon	147	355	250	222	235	235	242	386	319	393	421	527	353	310	372	374	220	377	400	293	266	6680
Michaiah Healy	132	287	285	245	267	249	262	404	292	415	376	403	237	319	265	372	204	291	318	262	303	6190
Write-in Votes	2	2	2	1	0	2	1	1	0	0	1	0	4	1	3	1	1	1	0	0	0	23

### 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
Elizabeth R. Exton	168	392	381	280	284	256	300	458	300	456	445	551	351	390	427	433	248	347	429	336	359	7591
Lynette Martyn	143	276	290	241	250	243	220	319	273	362	361	362	183	284	345	315	197	281	289	240	257	5634
Paul Schlichtman	149	324	310	260	223	216	291	440	304	372	392	520	327	319	354	389	225	321	327	283	285	6631
Bill Hayner	131	386	278	222	271	233	258	391	325	411	374	499	342	306	359	356	198	345	375	281	270	6611
Write-in Votes	2	2	3	5	0	2	3	4	1	0	0	2	8	0	3	0	0	2	1	1	0	39

### 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
Errol Tashjian	70	144	111	120	95	71	75	126	97	101	154	114	94	103	111	90	64	72	100	100	78	2090
Winstanley O'Connor	114	283	234	191	218	210	235	331	282	356	316	429	287	245	330	344	206	306	338	239	217	5701
Gordon Jamieson	46	109	96	64	74	80	80	131	83	121	109	184	81	118	76	113	52	119	101	92	111	2040
Write-in Votes	2	0	1	0	1	0	0	0	0	0	0	1	3	0	0	0	0	1	0	0	0	9

### Town Clerk 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
Juliana H. Brazile	106	198	236	173	147	150	154	291	163	287	201	406	114	201	164	273	120	182	169	173	137	4042
Janice A. Weber	62	156	90	113	130	114	98	137	184	140	185	149	172	145	195	139	115	183	244	118	188	3057
Patti J Sawtelle	61	178	146	113	132	113	150	198	143	184	237	216	202	147	191	151	96	137	132	138	136	3201
Write-in Votes	2	2	0	0	0	0	0	0	0	1	0	1	3	0	0	0	0	1	0	1	0	11

### Housing Authority

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Joseph S. Daly	80	187	118	123	116	96	112	154	164	187	195	261	233	133	202	163	116	200	207	175	133	3355
Jo Anne Preston	155	354	351	274	285	282	293	470	326	412	396	474	247	350	325	396	211	313	348	275	322	6859
Write-in Votes	2	0	0	1	0	0	2	1	4	0	0	2	3	0	0	2	1	2	0	0	0	20



# TOWN CLERK & ELECTIONS

## TOWN MEETING ELECTION RESULTS

### PRECINCT 1 Three Years

Broder, Leah D.	44 Michael Street	132
El-Newahy, Nada	38 Hilton Street	119
King, Marian E.	122 Decatur St, Apt.4	141
Persson, Rebecca	15 Fremont Street	176

### PRECINCT 2 Three Years

Gast, Peter M.	36 Margaret Street	380
Hayner, Bill	19 Putnam Road	437
Lim-Miller, Aimee I.	75 Bay State Road	400
Logan, William	5 Mary Street	397

### PRECINCT 3 Three Years

Ellis, John R.	59 Teel Street	282
Simister, Kezia H.	24 Teel Street	335
Stamps, Susan D.	39 Grafton Street	310
Urlick, Courtney	11 Teel Street	291

### PRECINCT 4 Three Years

Atlas, Alia K.	49 Magnolia Street	219
Dominguez, Silvia	72 Thorndike Street	267
Phelan, Michele J.	135 Thorndike Street	257
Sullivan, Carolyn Frances	32 Milton Street	225

### PRECINCT 5 Three Years

Badik, Adam E.	1 Beacon Street	260
Hanlon, Patrick M.	20 Park Street	264
McMurray, Brian C.	4 Park Street Place	184
Swanson, David F.	21 Dartmouth Street	253

### PRECINCT 6 Three Years

Collins, Mara	18 Hamilton Road, #502	19
McNinch, George J.	22 Whittemore St, #2	250
Snyder, Jill A.	276 Mass. Ave, #305	258
Tracey, Laura Sosnoski	25 Marion Road	306

### PRECINCT 7 Three Years

Bagnall, Alexander G.	10 Wyman Street	287
Baron, Sheri A.	10 Raleigh Street	298
Malek-Odom, Mary C.	19 River Street, #2	279
McParland, Catherine	227 Broadway	303

### PRECINCT 8 Three Years

Band, Carol L.	57 Bartlett Avenue	339
Berkowitz, William R.	12 Pelham Terrace	390
Dray, Elizabeth H. B.	130 Jason Street	327
Grossman, Sharon P.	16 Peabody Road	291

### PRECINCT 9 Three Years

Blankespoor, Lisa S.	11 Webcowet Road	343
Liggett, Steven M.	25 Hayes Street	302
McCabe, Susan	22 Russell Street	365
Ruderman, A. Michael	9 Alton Street	322

### PRECINCT 10 Three Years

Howard, Jane L.	12 Woodland Street	507
Howard, Peter B.	12 Woodland Street	487
Newton, Sanjay S.	32 Ottawa Road	487
Rohter, Christopher John	48 Pleasant View Rd	430

### PRECINCT 11 Three Years

Culverhouse, Lynette	24 Draper Avenue	290
Goodsell, Ian	193 Mystic Street	257
Heigham, Leba	82 Richfield Road	350
Radochia, Joyce H.	45 Columbia Road	275

### PRECINCT 12 Three Years

Brazile, Juliana H.	56 Coolidge Road	521
Helmuth, Eric D.	33 Grandview Road	464
Murray, Caroline H.	95 Glenburn Road	405
Vakil, Sanjay S.	74 Scituate Street	320

### PRECINCT 13 Three Years

Anderson, Kristin	12 Upland Road West	8
Deyst, John J., Jr.	26 Upland Road West	359
Deyst, Mary A.	26 Upland Road West	369
Good, David F.	37 tomahawk Road	380

### PRECINCT 14 Three Years

Gallagher, Richard	29 Fessenden Road	208
Hamlin, Guillermo	1228 Mass Ave,B	250
Healy Michaiiah L	26 Howard Street	338
Mahon, Diane M.	23 Howard Street, #2	299

### PRECINCT 15 Three Years

Dobbs, Rachelle A.	184 Brattle Street	309
Exton, Elizabeth R.	231 Washington Street	376
Friedman Beth Ann	10 Hazel Terrace	269
Greenfield, Naomi L.	169 Mountain Avenue	325

### PRECINCT 16 Three Years

DiMeo, Chris	124 Park Avenue	398
Koch, Kevin P.	100 Florence Avenue	366
Luddecke, Carol	125 Park Avenue	366
Mostajo, Sandra M.	191 Park Avenue	371

### PRECINCT 17 Three Years

Finochetti, John V.	55 Dudley Street	172
Leonard, John R.	26 Grove Street, #10	193
Olszewski, Angela M.	1 Watermill Place, #428	256
Slutzky, Amy Lynne	1 Watermill Place, #407	228

### PRECINCT 18 Three Years

Cooke, Heather Angelina	134 George Street	326
Hadden, Jeffrey S.	198 Sylvia Street	281
Levy, David	95 Rhinecliff Street	314
Parmer, Daniel	1 Brewster Road	243

### PRECINCT 19 Three Years

Brown, Melanie C.	14 Skyline Drive	425
Cohen, Dganit Sivan	43 Brand Street	421
Crowder, Elaine M.	2 Glenbrook Lane, #17	406
Rabinowitz, Jonathan	81 Thesda Street	400

### PRECINCT 20 Three Years

Gormley, Maureen E.	1250 Masss Ave.	329
Muldoon, Patricia	67 Smith Street	329
Pennarun, Kristin A.	1261 Mass. Ave#2	37
Radville, Katharine M.	106 Paul Revere Road	360



# TOWN CLERK & ELECTIONS

**PRECINCT 21 Three Years**

Benedikt, Beth	7 Morris Street	247
Memon, Zarina G.	15 Sunset Road	250
Rowell, Christopher R.	88 Westminster Avenue	251
Weinstein, Jordan E.	23 Lennon Road	271

**PRECINCT 1 Two Years**

Kepka, Asia	17 Silk Street	195
-------------	----------------	-----

**PRECINCT 5 Two Years**

Mayers, Katherine E.	68 River Street	329
----------------------	-----------------	-----

**PRECINCT 6 1 Year**

Blandy, Charles E.	58 Lombard Ter.,#2	284
--------------------	--------------------	-----

**PRECINCT 18 2 Years**

Donato, John Richard	16 Homer Road	438
----------------------	---------------	-----

**ELECTION RESULTS  
PRESIDENTIAL PRIMARY, MARCH 3, 2020**

<b>Registered Voters</b>	<b>31859</b>
<b>Cards Cast</b>	<b>19391</b>
<b>Turnout</b>	<b>60.87%</b>

**DEMOCRAT**

<b>PRESIDENTIAL PREFERENCE</b>	<b>VOTES</b>
Deval Patrick	41
Amy Klobuchar	174
Elizabeth Warren	7101
Michael Bennet	8
Michael R. Bloomberg	1404
Tulsi Gabbard	98
Cory Booker	5
Julian Castro	1
Tom Steyer	32
Bernie Sanders	3913
Joseph R. Biden	4799
John K. Delaney	1
Andrew Yang	27
Pete Buttigieg	356
Marianne Williamson	3
<b>STATE COMMITTEE MAN</b>	
Robert D. Peters	11783

**STATE COMMITTEE WOMAN**

Melanie A. Thompson	11896
---------------------	-------

**TOWN COMMITTEE**

Group	8663
James E. DiTullio	9044
Jennifer R. Litowski	9183
Richard McElroy	8930
Rieko Tanaka	9339
Catherine L. Farrell	9325
William J. Gardiner	8973
Shane E. Blundell	8911
Stephanie L. Swanson	9174
David F. Swanson	8956
Mary K. Cummings	9416
Lynn Bishop	9259

Adam E. Badik	8840
Laurene J. Bergin	9048
Maureen B. Crewe	9132
John L. Galligan	9002
Colleen M. Kirby	9208
Adele A. Kraus	9146
William J. Logan	8919
Linda Magram	9066
Pearl P. Morrison	9073
Lisa A. Pedulla	9208
Carroll E. Schwartz	9023
Marlene A. Silva	9125
Hannah E. Simon	9161
Alice E. Trexler	9161
Jordan E. Weinstein	8908
Michael R. Watson	8862
Robin L. Bergman	9064
Sharon Grossman	9205
Christa M. Kelleher	9167
Paulette Schwartz	9121
David Levy	9027
Adam MacNeill	8827
Sonya Khan	9222
Patrick M. Hanlon	8944

**REPUBLICAN**

<b>PRESIDENTIAL PREFERENCE</b>	<b>VOTES</b>
William F. Weld	170
Joe Walsh	21
Donald J. Trump	1079
Roque De La Fuente	1

**STATE COMMITTEE MAN**

Edward A. Tedesco	601
Anthony M. Ventresca	492

**STATE COMMITTEE WOMAN**

Helen A. Hatch	905
----------------	-----

**TOWN COMMITTEE**

Group	485
Phillip P. Lohnes	602
Joseph J. Monju	573
Lucua B. Caetano	593
Sean Harrington	747
Donnarose Russian	614

**GREEN/RAINBOW**

<b>PRESIDENTIAL PREFERENCE</b>	<b>VOTES</b>
Dario Hunter	2
Skcm Curry	1
Kent Mesplay	0
Howard Hawkins	4

**STATE COMMITTEE MAN**

Write In Votes	3
----------------	---

**STATE COMMITTEE WOMAN**

Total votes	0
-------------	---

# TOWN CLERK & ELECTIONS

---

**TOWN COMMITTEE**  
Write in Votes 2

LIBERTARIAN

PRESIDENTIAL PREFERENCE	VOTES
Arvin Vohra	1
Vermin Love Supreme	4
Jacob G. Hornberger	1
Samuel Joseph Robb	1
Dan Behrman	1
Kimberly M Ruff	0
Kenneth R. Armstrong	0
Adam Kokesh	0
Jo Jorgenson	1
Max Abramson	1

**STATE COMMITTEE MAN**  
Write In Votes 3

**STATE COMMITTEE WOMAN**  
Write In Votes 4

**TOWN COMMITTEE**  
Write in Votes 1

**STATE PRIMARY, SEPTEMBER 1, 2020**

<b>Registered Voters</b>	<b>32436</b>
<b>Cards Cast</b>	<b>18028</b>
<b>Turnout</b>	<b>55.58%</b>

**DEMOCRAT**

SENATOR IN CONGRESS	VOTES
Edward J. Markey	12885
Joseph P Kennedy, III	3909

REPRESENTATIVE IN CONGRESS	VOTES
Katherine M. Clark	14673

COUNCILLOR	VOTES
Marilyn Petito Devaney	12623

SENATOR IN GENERAL COURT	VOTES
Cindy F. Friedman	14188

REPRESENTATIVE IN GENERAL COURT 23 <sup>RD</sup> MIDDLESEX DISTRICT	VOTES
Sean Garballey	10669

REPRESENTATIVE IN GENERAL COURT 24 <sup>TH</sup> MIDDLESEX DISTRICT	VOTES
David M. Rogers	2374
Jennifer A. Fries	1721

REGISTER OF PROBATE	VOTES
Tara E. DeCristofaro	12891

**REPUBLICAN**

SENATOR IN CONGRESS	VOTES
Shiva Ayyadurai	505
Kevin J. O'Connor	621

REPRESENTATIVE IN CONGRESS	VOTES
Caroline Colarusso	919

COUNCILLOR	VOTES
Write in Votes	146

SENATOR IN GENERAL COURT	VOTES
Write in Votes	146

REPRESENTATIVE IN GENERAL COURT 23 <sup>RD</sup> MIDDLESEX DISTRICT	VOTES
Write in Votes	94

REPRESENTATIVE IN GENERAL COURT 24 <sup>TH</sup> MIDDLESEX DISTRICT	VOTES
Write in Votes	32

REGISTER OF PROBATE	VOTES
Write in Votes	119

**GREEN/RAINBOW**

SENATOR IN CONGRESS	VOTES
Write in Votes	10

REPRESENTATIVE IN CONGRESS	VOTES
Write in Votes	4

COUNCILLOR	VOTES
Write in Votes	2

SENATOR IN GENERAL COURT	VOTES
Write in Votes	3

REPRESENTATIVE IN GENERAL COURT 23 <sup>RD</sup> MIDDLESEX DISTRICT	VOTES
Write in Votes	3

REPRESENTATIVE IN GENERAL COURT 24 <sup>TH</sup> MIDDLESEX DISTRICT	VOTES
Write in Votes	2

REGISTER OF PROBATE	VOTES
Write in Votes	2

**LIBERTARIAN**

SENATOR IN CONGRESS	VOTES
Write in Votes	18

REPRESENTATIVE IN CONGRESS	VOTES
Write in Votes	13

COUNCILLOR	VOTES
Write in Votes	12

# TOWN CLERK & ELECTIONS

## SENATOR IN GENERAL COURT

Write in Votes 11

## REPRESENTATIVE IN GENERAL COURT 23<sup>RD</sup> MIDDLESEX DISTRICT

Write in Votes 9

## REPRESENTATIVE IN GENERAL COURT 24<sup>TH</sup> MIDDLESEX DISTRICT

Write in Votes 2

## REGISTER OF PROBATE

Write in Votes 11

## STATE ELECTION, NOVEMBER 3, 2020

Registered Voters 32918  
Cards Cast 28759  
Turnout 87.37%

## PRESIDENT AND VICE PRESIDENT

Biden and Harris (D) 23671  
Hawkins and Walker (G) 149  
Jorgensen and Cohen (L) 232  
Trump and Pence (R) 4381

## SENATOR IN CONGRESS

Edward J. Markey 23457  
Kevin J. O'Connor 4699

## REPRESENTATIVE IN CONGRESS

Katherine M. Clark 23126  
Caroline Colarusso 4809

## COUNCILLOR

Marilyn Petito Devaney 21974

## SENATOR IN GENERAL COURT

Cindy F. Friedman 23154

## REPRESENTATIVE IN GENERAL COURT 23<sup>RD</sup> MIDDLESEX DISTRICT

Sean Garballey 17910

## REPRESENTATIVE IN GENERAL COURT 24<sup>TH</sup> MIDDLESEX DISTRICT

David M. Rogers 5825

## REGISTER OF PROBATE

Tara E. DeCristofaro 9353







# TOWN DIRECTORY

## TOWN OFFICIALS AND COMMITTEES as of December 31, 2020

### Elected by Arlington's Citizens

Select Board	Term
Diane M. Mahon, 23 Howard St.	2023
Joseph A. Curro Jr., 21 Millett St.	2021
John V. Hurd, Chair, 242 Hillside Ave.	2021
Stephen W. DeCoursey, 28 Upland Rd	2022
Lenard Diggins, 8 Windsor St., #1	2023

<b>Moderator</b> John Leone, 51 Irving St	2022
----------------------------------------------	------

<b>Town Clerk</b> Juliana Brazile, 56 Coolidge Rd	2023
------------------------------------------------------	------

<b>Board of Assessors</b> Mary Winstanley O'Connor, 781 Concord Tnpk	2023
Robert Greeley, 38 Edgehill	2021
Kevin P. Feeley, 25 Baker Rd	2021

<b>School Committee</b> Kirsi C. Allison-Ampe, 12 Brattle Terrace	2022
Leonard Kardon	2022
Paul Schlichtman, 47 Mystic Street	2023
William Hayner, 19 Putnam Rd	2023
Liz Exton, 231 Washington St	2023
Jane Morgan, 172 Brattle St	2021
Jeffrey Thielman, 37 Coolidge Rd	2021

<b>Arlington Housing Authority</b> Brian Connor, Chair Gaar Talanian Nicholas Mitropoulos, Vice Chair Richard B. Murray Jo Anne Preston John J. Griffin, Executive Director
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Appointed by Town Moderator

<b>Finance Committee**</b>	<b>Term</b>
Grant Gibian	2021
Peter B. Howard, Secretary	2023
Shaileen Crawford Dokress	2023
Carolyn White	2021
Mary Margaret Franclemont	2023
William Kellar	2023
Dean Carman, Vice Chair	2023
John Ellis	2021
Brian Beck	2021
Darrel Harmer	2021
George Kocur	2021
Annie LaCourt	2021
Alan Tosti	2021
Christine P. Deshler, Vice Chair	2021
Dave McKenna	2021

Johnathan Wallach	2022
Charles T. Foskett, Chair	2022
John J. Deyst	2022
Alan Jones, Vice Chair	2022
Arif Padaria	2022
Shane Blundell	2022
Elizabeth Diggins Executive Secretary	

\*\*Appointed by the Town Moderator, Chairman of the Finance Committee, and the Board of Trust Fund Commissioners.

<b>Minuteman Regional High School Committee Representative</b> Sue Sheffler
------------------------------------------------------------------------------------

### Appointed by the Select Board

<b>Town Manager</b> Adam W. Chapdelaine	<b>Term</b> 2/10/2022
--------------------------------------------	--------------------------

<b>Comptroller</b> Ida Cody	6/2021
--------------------------------	--------

<b>Board Administrator</b> Marie A. Krepelka
-------------------------------------------------

<b>Bicycle Advisory Committee</b> Doug Greenfield Jack W. Johnson Christopher Tonkin Muris Kobaslija	2022
Doug Mayo-Wells	2022
Adam McNeil	2021
Scott Smith	

<b>Zoning Board of Appeals</b> Kevin Mills	2021
Roger A. DuPont	2021
Christian Klein	2022
Patrick Hanlon	2022
Shawn O'Rourke	2023

<b>Board of Registrars of Voters</b> Lucia Kaetano	2022
William Logan	2021
Juliana Brazile, ex-officio	
John L. Worden III	2023

<b>Arlington Cultural Council</b> Emily Reynolds	2023
Andrew Conway	2023
Nicholas Castellano, ACAC	2023
Jeff Timperi, Co-Chair	2021
Scott Samenfeld	2022
Susan Larson	2022
Heidi Kendig	2021

# TOWN DIRECTORY

## Dallin Museum Trustees

Sarah Burks, Co-Chair	2021
Anne-Marie Delaunay-Danzio	2020
Geraldine Tremblay	2020
Dan Johnson	2020
Ellen Aamodt	2022
Tracy Skahan	2022
Mike Borgasano	2021
Chris Costello	2021
Susan Gilbert	2022
James McGough, Trustee Emeritus	

## Historic District Commissions

Ellen "Nellie" Aikenhead	
David Baldwin	
Charles Barry	
Michael Bush	
Alison Frank Johnson	2023
Beth Melofchik	2023
Marshall Audin	
Beth Cohen	
Stephen Makowka	
Carol S. Tee	
John L. Worden III	
Executive Secretary – Carol Greeley	

## Transportation Advisory Committee

Melissa Laube	2023
Scott Smith	2023
<b>Shoji Takahash</b>	2022
Lenard Diggins (Chamber of Commerce)	2024
Jeff Maxtutis	2021
Howard Muise, Chair	2022
Thouis (Ray) Jones	2024
Laura Swan (School Committee)	
Officer Corey Rateau	
Daniel Amstutz (Planning)	
Wayne Chouinard	

## Appointed by the Town Manager

### Town Manager's Office

Sanford Pooler, Deputy Town Manager
Ray Santilli, Acting Assistant Town Manager
Kristen DeFrancisco, Executive Secretary
Domenic Lanzillotti, Purchasing Officer
Joan Roman, Public Information Officer
Julie Wayman, Management Analyst

### Legal

Douglas Heim, Town Counsel
Michael Cunningham, Workers' Compensation Agent

### Planning and Community Development

Jennifer Raitt, Director
--------------------------

### Community Safety

Juliann Flaherty, Chief, Police
Kevin Kelley, Chief, Fire

## Libraries

Andrea Nicolay, Director
--------------------------

## Public Works

Michael Rademacher, Director
------------------------------

## Facilities

James Feeney, Interim 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

Kristine Shah, Executive Director
-----------------------------------

## Veterans' Services

Jeff Chunglo, Veterans Agent
------------------------------

## Town Treasurer

Phyllis Marshall
------------------

## Recreation

Joseph Connelly, Director
Erin Campbell, Program Supervisor

## Ed Burns Arena

David Cunningham, Facilities Supervisor
-----------------------------------------

## Appointed by the Town Manager

Subject to the approval of the Select Board

## Redevelopment Board

	Term
Rachel Zsembery	2023
Katherine Levine-Einstein	2023
Eugene Benson	2023
David Watson	2023
Kin Lau	2022

## Board of Health

Kenneth Kohlberg	2022
Kevin J. Fallon, M.D.	2022
Marie Walsh Condon	2021

## Board of Library Trustees

Heather Calvin	2021
Amy Hampe	2021
Jonathan Gates	2022
Adam Delmolino	2021
Joyce Radochia	2023

# TOWN DIRECTORY

Katharine Fennelly 2023  
 Stephen Quinlan 2022

## Park and Recreation Commission

Leslie Mayer  
 Shirley Canniff 2023  
 Jennifer Rothenberg 2021  
 Christine Tarantino 2021  
 Phil Lasker 2022  
 Scott Walker 2022  
 Scott Lever (Assoc.) 2022  
 Sarah Carrier (Assoc.) 2021

## Board of Youth Services

Lori Pescatore 2023  
 Joan Lehrich Axelrod 2020  
 Mary DeCoursey 2020  
 Carlene Newell 2020  
 Kristen Barnicle 2022  
 Kimberly Cayer 2022  
 Hanna Simon 2022  
 Justine Bloch 2022  
 Karen Bishop 2021  
 Laura Pierce 2021  
 Linda Suzuki

## Equal Opportunity Advisory Committee

Barbara Boltz  
 Augusta Haydock  
 Jack Jones  
 Andrea Haas  
 Samantha Dutra  
 Caryn Cove Malloy, ex-officio

## Historical Commission

JoAnn Robinson  
 Michael Gervais  
 Pamela Meister  
 Dianne Schaefer  
 Eric Stange  
 Vicki Rose, Recording Secretary

## Council on Aging

Rick Fentin 2022  
 Marjorie Vanderhill 2021  
 Jill Greenlee 2021  
 Anne Brown 2021  
 Nancy Cox 2021  
 Mary Hung 2021  
 Michael Quinn 2021  
 Pat Baillieul 2022  
 Bob Tosi (Assoc.)  
 Joe Curro (Select Board Liaison)  
 Mara Klein Collins (Assoc.)  
 Karen Nichols (Assoc.)  
 Kristine Shah, COA Director

## Conservation Commission

Susan Chapnick 2023  
 Dave Kaplan 2022

Cathy Garnett, Assoc. 2023  
 Pam Heidell 2023  
 Doug Kilgour, Assoc. 2023  
 Nathaniel Stevens 2022  
 Chuck Tirone 2022  
 David White 2021  
 Mike Gildesgame 2023  
 Emily Sullivan, Conservation Administrator

## Disability Commission

	<b>Term</b>
Michael Rademacher	2021
Paul Parravano	2023
Paul Raia	2021
Darcy Deveney	2021
Liza Molina	2023
Cynthia DeAngelis	2021
Karen Mathiasen	2023
Maureen St. Hilaire	2022
Kerrie Fallon	

## Open Space Committee

Elisabeth Carr-Jones	2023
Teresa DeBenedictis	(ongoing)
Brian Kelder	2022
Ann LeRoy (Chair)	2022
John Pickle	2021
Wendy Richter	2022
Emily Sullivan	(ongoing)
David White	2022
Phil Lasker	(ongoing)
Emily Nink	2023

## Human Rights Commission

Sheri A. Baron	2022
Christine C. Carney	2022
A. Nick Minton	2022
Sharon Grossman	2022
Gary Horowitz	2021
Kristen Bauer	2021
Kathleen Rogers	2023
Crystal Haynes	2022
Drake Pusey	2022
Rajeev Soneja	
Melanie Brown	2022
Jillian Harvey	

## LGBTQIA+ Rainbow Commission

Keith Mistler	2022
Helene Newberg	2023
Julia Forsythe	2021
Brooks Harrelson	2021
Andy Rubinson	2022
Lisa Krinsky	2021
Susan Ryan-Vollmar	2023

## Constables

Richard Boyle	2022
Roland A. Demers, Jr.	2021

# TOWN DIRECTORY

---

## **Commission for Arts and Culture (ACAC)**

Stewart Ikeda	
Adria Arch	2022
Stephen Poltorzycki	2023
Tom Davison	2021
Stephanie Marlin-Curiel	2021
Cristin Bagnall	2021
Lidia Kenig-Scher	2021
Beth Locke	2021
Thomas Formicola	2021
Sarah Morgan-Wu	2023
Christine Noah	2023
Andrea Nicolay	

## **Various Appointing Authorities**

### **Capital Planning Committee**

Timur Kaya Yontar, Chair  
Chris Moore, Vice Chair  
Phyllis Marshall  
Sanford Pooler  
Ida Cody  
Michael Mason  
Kate Loosian  
Kate Leary  
Angela Olszewski  
Joe Barr  
Jonathan Wallach

### **Permanent Town Building Committee**

Robert Jefferson	2022
Brett Lambert, Vice Chair	2020
John Maher	2022
Allen Reedy, Chair	2021
Peter Martini	2021
Adam Chapdelaine, Town Manager	
Michael Mason, CFO, School Department	
Bill Hayner, Arlington School Committee	
James Feeney, Interim Facilities Director	

### **Envision Arlington Standing Committee**

Kelly Lynema	2022
Greg Christiana, Co-Chair	2023
Scott Lever, Co-Chair	2023
Juli Brazile	2021
Elisabeth Carr-Jones	2021
Sue Doctrow	2021
Alex Bagnall	2022
Michael Brownstein	2022



# TOWN DIRECTORY

## TOWN OF ARLINGTON

[www.arlingtonma.gov](http://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
Select Board	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

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:

Local media and [www.arlington.k12.ma.gov](http://www.arlington.k12.ma.gov)

### STATE AND FEDERAL LEGISLATORS

Office	Phone Number
Senator Cindy Friedman Room 208, State House Boston, MA 02133	617-722-1432
Representative Sean Garballey (23rd Middlesex District) Room 540, State House Boston, MA 02133	617-722-2090
Representative David M. Rogers (24th Middlesex District) Room 544, State House Boston, MA 02133	617-722-2637

### OTHER PUBLIC SERVICES

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
Eversource (Emergency)	800-592-2000
National Grid (Gas Leaks)	800-231-5325
Jason Russell House/Smith Museum	781-648-4300
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
Registry of Motor Vehicles	617-351-4500
Visiting Nurse and Community Health	781-643-6090
Whittemore-Robbins House	781-316-3260

# 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
2015 (Federal Census)	44,128

**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 an elected five-member Select Board. 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. View bus and subway routes at [www.mbta.com](http://www.mbta.com).

**Education:** The Town of Arlington operates an excellent school system with seven elementary schools, two middle schools, and one 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. Middle Schools include, the Gibbs School at 41 Foster Street (sixth grade) and the Ottoson Middle School at 63 Acton Street (seventh and eighth grades). Arlington High School is located at 869 Massachusetts Avenue.

**Additional Information:** Town of Arlington website at [www.arlingtonma.gov](http://www.arlingtonma.gov).