



ARLINGTON ANNUAL REPORT

2023



ANNUAL REPORT 2023 TOWN OF ARLINGTON

The Town made significant progress on projects during 2023, improving recreational, educational, and administrative spaces. Arlington also held its first ever Civic Academy, teaching residents how the Town works. Pictured on the front cover is the new front entrance to the Arlington Town Yard & Municipal Services building at 51 Grove Street which opened to the public in 2023. On the back cover, top two rows show playground renovations. Third row, to the left are Arlington high school students descending the main staircase in the new Humanities wing and to the right is a view of the new high school library. Bottom row to the left shows participants from Arlington's Civic Academy at graduation with Town staff and to the right Arlington Town Manager, Jim Feeney, presiding over a session explaining Town operations.

TOWN OF ARLINGTON



TOWN OF ARLINGTON
MASSACHUSETTS
2023 ANNUAL REPORT

SELECT BOARD

ERIC D. HELMUTH, CHAIR
JOHN V. HURD, VICE CHAIR
DIANE M. MAHON
STEPHEN W. DECOURCEY
LENARD T. DIGGINS

TOWN MANAGER
JAMES FEENEY

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ABOUT ARLINGTON

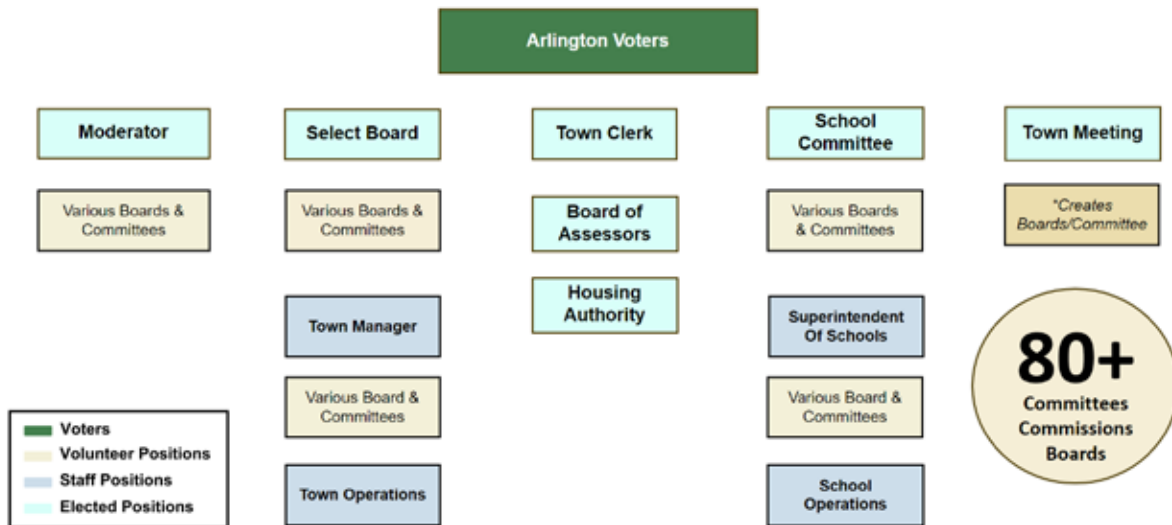
Welcome to the Town of Arlington’s Annual Report. As an introduction we have compiled a brief overview of Town governance, how to stay connected, and some facts about Arlington. If you are new to Arlington we invite you to visit the Town of Arlington’s welcome page for a deeper dive into Town governance as well as to get oriented to life in Arlington at arlingtonma.gov/welcome.

The Town of Arlington (Town) 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.” Arlington is also a member of the 5th Massachusetts Congressional District, 4th Middlesex State Senatorial District, and the 23rd and 24th Middlesex State Representative Districts.

Representative Town Meeting is the Town’s legislative body and consists of 252 members elected from their home precincts (12 members each from 21 precincts). Annual Town Meeting convenes for several nights in the spring and for Special Town Meeting, as needed. Town Meeting votes on Articles related to zoning and Town bylaws, budgets, and matters put forth by Town officials or resident petitions.

The executive branch is made up of an elected five-member Select Board. The Board hires a professional Town Manager to administer the daily operations of government. Schools are governed by a seven-member elected School Committee, which hires a Superintendent of Schools to administer their daily operations. The Town also has several independent elected offices, including the Town Clerk, who oversees official Town records, elections, and supports Town Meeting; the Town Moderator, who runs Town Meeting when in session; a three-member Board of Assessors, who are responsible for determining property values; and the five-member Arlington Housing Authority, which operates several housing assistance programs in town. Arlington Housing Authority members are elected to five-year terms, all others, including Town Meeting Members, are for three-year terms.

Arlington has over 80 boards, committees, and commissions that work with departments across the organization on a variety of issues. From environmental issues to budgeting to human rights and transportation, civic engagement in Arlington is robust and varied. If you are interested in becoming involved with a committee, we recommend you sit in on meeting or two to get a sense of their mission and if it is a good fit for you. All committee meetings are open to the public. You may view a list of all boards, committees, and commissions as well as committee openings online at arlingtonma.gov/boards.



An overview of Arlington Town Governance.

Every year the Town publishes an Annual Report, this report, which is compiled by the Town Manager’s Office. Summaries are submitted by every department and many boards, committees, commissions working within the Town. The reports are intended to be snapshots of the reporting year. Full details can often be found on the Town’s website at arlingtonma.gov.

own budgets are compiled by the Town Manager’s Office and reviewed by the Select Board and Finance Committee. School budgets are compiled by the Superintendent of Schools’ Office and reviewed by the School Committee. Both budgets are approved by Town Meeting. The Town Manager’s Annual Budget and Financial Plan and School Budget may be found at arlingtonma.gov/budgets.

To stay in the know year-round, we encourage you to sign up to receive Town Notices email and follow the us on social media. To receive emergency messages via phone, text, and email create an Arlington Alert profile. A full list of ways to get connected and stay connected may be found at arlingtonma.gov/connect.

ABOUT ARLINGTON

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 Arlington in honor of the heroes buried at Arlington National Cemetery in 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
2020 (Federal Census) 46,308



Education: The Town of Arlington operates an excellent school system with seven elementary schools, two middle schools, and one 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.

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.

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.

Additional Information: Town of Arlington website at www.arlingtonma.gov.

EXECUTIVE SERVICES



Arlington Select Board left to right: John V. Hurd (Vice Chair), Eric Helmuth (Chair), Diane M. Mahon, Stephen W. DeCoursey, and Lenard T. Diggins.

SELECT BOARD

The Select Board is pleased to submit its annual report for 2023 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 April 2023, Diane M. Mahon was elected to her ninth three-year term and Lenard Diggins to his second three year term. The Board elected Eric D. Helmuth as Chair and John V. Hurd as Vice Chair. Stephen W. DeCoursey rounds out the Board.

Year in Review

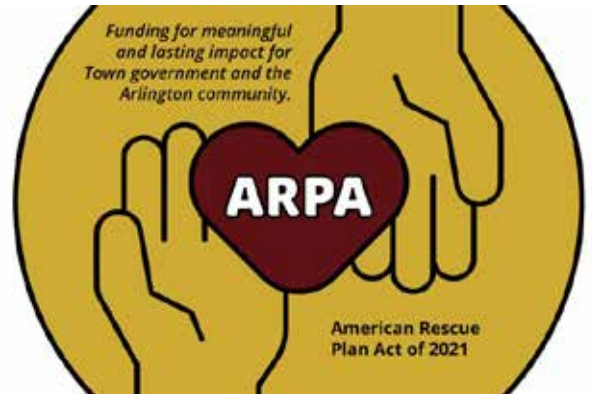
The year 2023 was another year of transition with the retirement of Sandy Pooler, who served as Acting Town Manager for 13 months after six years as Deputy Town Manager, and the appointment of Jim Feeney as Arlington's new Town Manager. The Board is pleased to report a strong leadership transition. Having worked for the Town for over a decade, Jim brings the institutional knowledge and expertise that is vital to ensuring quality service delivery across the organization, and abundant energy and enthusiasm for advancing Town initiatives and goals. The Board thanks Sandy Pooler for his service to Arlington.

In a Special Town Election on November 7, 2023, Arlington voters approved a \$7 million dollar property tax increase under Proposition 2 ½ (Operational Override) to maintain a high level of Town services and make critical new investments in the schools. The Board is grateful to the voters for their support.

Voters also approved a second question authorizing the Town to establish a means-tested senior citizen property tax exemption for eligible residents over 65 years of age who qualify for the State "circuit breaker" income ceiling. Beginning in Fiscal Year 2025, the Board will annually set the amount of relief for qualifying seniors subject to two constraints. First no qualifying resident may have their tax obligation reduced by more than 50%; and second, the total taxes exempted under the program in any year cannot exceed 1% of the

Town's residential property tax levy.

The Board is grateful to the Arlington community for its continued support of Town and School services, and pledges to stand by its override commitments to exercise fiscal discipline, provide quality municipal services, and invest in Arlington's future. In this chapter we touch upon only a few of the many accomplishments in 2023.



American Rescue Plan Act

Municipalities across the nation are the beneficiaries of a significant influx of federal funds via the American Rescue Plan Act (ARPA). The funding is provided to offset the negative health and economic impacts of the COVID-19 pandemic and includes support for public health, economic recovery, and infrastructure improvements. Following the Select Board-endorsed ARPA budget framework, the Town was able to continue investments in school playground improvements (Bishop, Stratton, and Peirce), boost economic development with Transformative Growth Grants to local businesses, bolster public health programs offering more mental health assistance, and improve infrastructure with the continuation of the Town's water meter replacement initiative and upcoming/planned HVAC improvements at Town and School buildings. With the help of ARPA funding, the Town also completed the Community Equity Audit, which will help the Town develop implementation steps to advance equity across all facets of the Town.

Facilities and Fiscal Planning

New Arlington High School (AHS)

With the completion of Phase 2 in November 2023, three-quarters of the new high school is now complete. Phase 2 was the largest and most complex of the multi-phase project. Construction of the new school remains on budget and is anticipated to be finished in February 2025. Features of the newest AHS wing include 46 classrooms, central spine, cafeteria, library, district administration offices, and Menotomy preschool. The School Department has included full information in their report on page 69.



Town and School officials, past and present, and AHS project partners pose at the Phase 2 opening at Arlington High School, November 8, 2023.

Net Zero Action Plan

In 2018, the Select Board voted to commit Arlington to becoming carbon neutral by 2050 (net zero emissions of greenhouse gases from all sources) and in 2021 it endorsed the Town's Net Zero Action Plan. In 2023, Electrify Arlington continued to assist residents and businesses to power buildings and transportation with clean electricity. Managed by the Town's Sustainability Coordinator and the Clean Energy Working Group, Electrify Arlington connects residents and businesses with existing programs, rebates and incentives, and technical assistance to make it happen. Among many successes in 2023, a new phase was funded through a Mass Save Community First Partnership (CFP), which awarded Electrify Arlington \$20,000 to focus on serving low and moderate income households, renters, and landlords. The Town also initiated an official partnership with a home performance contractor, HomeWorks Energy, to support scheduling no-cost energy assessments, and updated the Electrify Arlington website at arlingtonma.gov/electrify.



Transportation & Parking

Safety Improvements

The Board was pleased to see the substantial completion of the Chestnut Street Safety Improvement project. The project greatly improved travel for all travelers with clearly marked road and bicycle line striping and the installation of a new solar powered crosswalk. The Board approved the conceptual design for the Mass Ave / Appleton Safety and Accessibility Project in October, allowing the Town to advance to formal engineering design to create shovel-ready construction plans, and to apply for state funding.



An aerial view of Chestnut Street looking west and the new solar powered pedestrian beacon.

Parking Pilots

The Board initiated an overnight parking pilot program in June 2023. The townwide pilot is limited to 125 new permits and was extended to June 30, 2024. The trial program allows residents and Town leaders to evaluate the benefits, drawbacks, and feasibility of expanding current temporary permits, waivers, and exemptions. The Board plans to make a decision about the future of this program at an upcoming meeting in 2024. The Board also endorsed a two-year parking pilot that aims to provide relief to seniors 65 and older when shopping in Arlington and visiting the Community Center by allowing free parking in municipal lots and unlimited parking near the Community Center.

Veterans' Acknowledgments

The Town and its residents demonstrated their deep commitment to commemorating the sacrifices Arlington residents have made in the military services through carefully planned ceremonies to observe Memorial Day in May and Veterans Day in November. Many organized groups and individual residents turned out to participate in-person and many others watched coverage of the observances at home on ACMi TV.

In June longtime Veterans Director, Jeff Chunglo, retired. The Board expresses its gratitude to Jeff for his unwavering commitment to Arlington veterans. The Board also welcomes Philip J. McGovern as the Town's new Veterans Services Director.



Town Day attendees tour Arlington Fire Department vehicles and watch safety demos.

Town Day Celebration

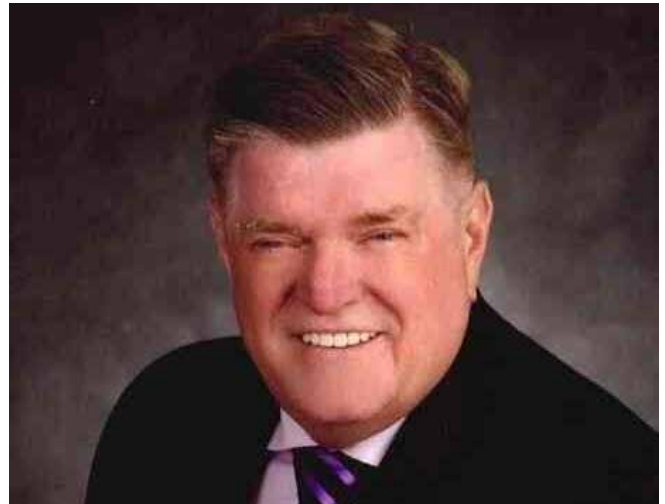
The Board was pleased that the rain held off for Town Day 2023. It was another successful and well attended event, which highlighted many organizations and civic groups in Arlington. Zero Waste Arlington had a large presence, offering reusable cups, plates, and utensils and a free MWRA drinking water station so participants could reduce single use plastics. The Board extends its thanks and congratulations to the Town Day Committee and the many businesses and tireless volunteers whose loyalty, dedication, and hard work made this celebration such a success. The Board looks forward to next year's celebration.



Zero Waste Arlington partners with MWRA to help reduce single-use plastic by providing a drinking water truck and reusable cups at 2023 Town Day.

Acknowledgments & Recognitions

In September of 2023, former Select Board member Charlie Lyons passed away. Charlie leaves an enduring legacy for the town, having served 24 years on the Board and seven years on the Arlington School Committee. Charlie made connections with people everywhere he went. His fiscal knowledge of school and municipal operations was unmatched. When the Town was slated to lose Federal Community Development Block Grant funding due to a drop in population, Charlie, utilizing his Massachusetts and federal contacts, was instrumental in ensuring that Arlington would continue to receive these monies. As a result, over the past 25 years the Town has received over \$30 million in funds it would not have otherwise received. In 2005, Charlie introduced the Lyons Plan, a multi-year fiscal stability plan that would couple a successful override vote with specific spending limits and a commitment not to return to voters for a future override request for a specified number of years. Now known as the five-year plan, it has become an essential part of the Town's budgeting process. He will be missed.



Charlie Lyons, former Arlington Select Board and School Committee member.

The Board welcomes Britton Mallard to its administrative staff, and expresses its gratitude to all the administrative staff for their hard work on our behalf year-round. They are second to none in delivering excellent service in a pleasant manner to all who visit the Select Board's Office.

EXECUTIVE SERVICES

TOWN MANAGER

I am excited to deliver my first Annual Report in my capacity as Town Manager. This report provides an overview of the financial, organizational, and community-based efforts that took place during 2023. As the Select Board noted in their report, 2023 was a year of transition for the management team. As I adjust from my role as Deputy Town Manager – Operations to Town Manager, I am humbled the Select Board chose me for this role. It is an honor to lead our tremendous Town staff whom I have served with for over a decade.



Arlington Town Manager, James Feeney.

Throughout the many transitions in post-pandemic life, Town staff and volunteers continue to show their resiliency and find creative solutions in service to the Arlington community. Throughout this report you will read about these accomplishments. I am also pleased that the voters of Arlington continue to support their local government by approving a \$7 million dollar operating override this past fall to preserve Town services and invest in Arlington's future.

Town's Financial Outlook

The FY2025 budget observes Arlington's long-standing financial policies and practices that protect the financial health of the organization. Of note, this budget adheres strictly to growth rates committed to voters in November 2023 and maintains strong financial reserves. As always, property taxes remain a stable source of revenue and make up three quarters of the Town's budget. As the largest source of revenue, property taxes increase steadily each year, but that revenue growth is limited by Proposition 2½ and is insufficient to keep up with rising costs. Further, given that Arlington is mostly built-out, our New Growth regularly comes in well below the State average. It is because of this structural deficit between limited property tax revenue increases and steadily increasing costs for essential

services that that Town has periodically asked voters to approve Proposition 2½ operating overrides. Arlington's local economy remains strong, and local revenues from meals and hotel taxes has largely rebounded to pre-pandemic levels.

The next largest source of revenue for the Town is State Aid. Local aid, while having improved in recent years, can be somewhat unpredictable and difficult to forecast. The Student Opportunity Act has been providing for increased education funding over the past few years; however, as we head into the final year of the Student Opportunity Act, it appears that Arlington's growth in education funding will be less than projected, growing at less than 1%. The Commonwealth continues to experience revenue shortfalls that can trickle down to Arlington in a number of ways, including through reduced earmark funding. Fortunately though, despite the statewide revenue challenges, Unrestricted General Government Aid remains a priority for the Governor.

The framework for Arlington's long range financial planning remains intact. FY2025, the upcoming fiscal year, is the second year of a three-year plan that incorporated the Proposition 2½ override of November 2023 designed to carry the Town's budgets through FY2026. The Select Board adopted a set of commitments which served as the basis for the \$7,000,000 operating override that was successfully passed via a Town-wide ballot measure on November 7, 2023. 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 prior to Fiscal Year 2027—**This 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 at 3.22%.**
 - d. Continue to fund special education cost growth at a rate of 6.5% per year. – **This commitment is maintained.**
- 2) Respond to ongoing school enrollment pressures. Update the education budget for future enrollment increases or decreases at a rate of 50% of per pupil expenditures. – **This commitment is maintained.**
- 3) Invest for Arlington's future
 - a. Phase in funding of the Arlington Public Schools and Arlington School Committee's

EXECUTIVE SERVICES

Strategic Plan: to ensure cohesive and consistent excellent instruction for all students, provide adequate staffing and service provision to meet all students' needs, close achievement and opportunity gaps, recruit and retain a diverse workforce, ensure safe and modern schools and operations, and build and sustain two-way partnerships with families. Adopt the following schedule of increases to base operating budgets:

FY24: \$1,000,000; FY25 - \$3,100,000; FY26 - \$1,700,000; FY27- \$600,000; FY28 - \$300,000.

This commitment is maintained.

- b. Improve mobility for all residents by adding \$200,000 to the base budget for pedestrian infrastructure, including road and sidewalk repair. Add \$250,000 to the Public Works Department to cover the costs of the upcoming new trash collection and disposal contract. Add \$150,000 to the annual contribution to the OPEB fund to cover retiree health insurance costs. – **This commitment is maintained, with \$200,000 for mobility improvements being included in the capital budget and \$250,000 in funding included in the Solid Waste budget.**

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

- a. Continue new tax relief programs, including a municipal circuit breaker and increased eligibility for property tax deferral options, and publicize existing relief programs. - **Voters recently approved a question providing income-based local property tax relief for eligible seniors.**
- b. Pursue new revenue sources. – **This commitment is fulfilled on a year over year basis.**
- c. 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.**
- d. Direct the Town Manager to continually look for budget efficiencies that can produce cost savings in each department. -**This commitment is fulfilled on a year over year basis**

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 three-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

Budget information is also available via the Town's online budget tool, Arlington Visual Budget. It can be viewed at arlingtonvisualbudget.org.

American Rescue Plan Act (ARPA)

Municipalities across the nation are the beneficiaries of a significant influx of federal funds via the American Rescue Plan Act (ARPA). Arlington received \$35.27 million in funds. These funds have specific spending requirements, and Arlington is making investments in all areas allowable, including public and behavioral health, economic recovery, affordable housing, equity and outreach, food security, parks and playgrounds, and infrastructure projects. From this funding the Town allocated \$10 million to revenue loss, the maximum allowed, to help reduce the amount asked in the override vote last fall. In addition to the ARPA projects mentioned in the Select Board section of this report, this funding also helped support the community mural project in Arlington Heights, entitled "You Are Loved,;" and the installation of a bronze cast of Dallin's Paul Revere statue on a new granite plinth in the west garden outside the Cyrus Dallin museum, a project supported by the ARPA funded Transformative Growth Grant Program. In this Annual Report you will read additional references to how the Town is spending ARPA funds.



Members of the community and artist take a break from painting the You are Loved mural in Arlington Heights.

Commitment to Racial Equity

Building off the great work and investments made since 2020, the Town's Diversity, Equity and Inclusion Division (DEI) continues to broaden awareness and knowledge of systemic racism. With ARPA funding, the Town was able to complete the Community Equity Audit in 2023. The Community Equity Audit will help guide the Town to advance equity across the organization.

Capital Projects

As previously mentioned in the Select Board report, Phase 2 of the Arlington High School project opened the new wing to students and staff in November. Phase 3 is underway and substantial completion of the new high school is expected for February 2025. In addition to several school playground renovations (featured on the back cover of this report), the new Arlington Town Yard & Municipal Services building at 51 Grove Street opened to the public (featured on the front cover of this report). The new Municipal Services building houses Inspectional Services and Public Works, providing a modern facility to both staff and the public.



An aerial view of the new Town Yard & Municipal Services building at 51 Grove Street. In the back to the right is the new salt shed.

The Whittemore Robbins Estate, located behind the Robbins library, is undergoing renovations. When the exterior and interior renovations of the Cottage are completed it will expand use for Arlington Youth Counseling Center.

Hurd Field completed its renovations and opened to great fanfare in the spring of 2023.



Play ball! The first pitch at the newly renovated Hurd Field in Arlington Heights.

Town Hall Plaza renovations have been completed. The restoration of the garden continues zone by zone, however, the building envelope is in great need of repair. The first step to begin repairs is the removal of the clock tower, followed by repairs to the roof to

stop the leaking. As a historic structure, the repairs will require significant funding and take time to complete. Every effort is being expended to find the funding and expedite these repairs.

MBTA Communities

In response to the MBTA Communities Law enacted in 2021 (Mass General Law Chapter 40A, section 3A) the Arlington Redevelopment Board (ARB) established the MBTA Communities Working Group to support the Department of Planning and Community (DPCD) staff in implementing a compliant MBTA Communities zone. Over the course of 2023, the Working Group and DPCD staff engaged with the public, deliberated, researched, and ultimately developed an implementation plan that would allow Arlington to comply with state law by instituting an MBTA Communities overlay district. The new overlay district contains two sub-districts, where multifamily housing may be constructed by-right, meaning without a special permit. The zone was approved by Special Town Meeting in October 2023. Special Town Meeting also passed a slate of business zoning articles in order to promote development of commercial and mixed-use properties as a complement to the residential MBTA Communities overlay.



Sustainability/Energy Conservation

Green Communities

In 2010 Arlington was named a Green Community by the state Department of Energy Resources (DOER). This designation was in recognition of the work that Arlington had done in the past to reduce energy usage, and the plans it had to further reduce energy use in the future. In 2023, the Town received its twelfth grant award since the inception of the Green Communities program in 2010. This new grant award of \$100,000 puts Arlington's cumulative grant total over two million, one of the highest in the state. Three Town buildings will receive improvements through the grant, utility incentives, and Town matching funds. The Dallin Branch Library Building (85 Park Ave), which houses Arlington Community Media, Inc. (ACMI), the Jarvis House, and the Cyrus E Dallin Elementary School. Efforts to Electrify 85 Park Ave and the Jarvis House on Pleasant Street are well underway.



AED Installations

Two outdoor automated external defibrillator (AED) units were installed in town in 2023. An AED is used to help those experiencing sudden cardiac arrest. It's a sophisticated, yet easy-to-use, medical device that can analyze the heart's rhythm and, if necessary, deliver an electrical shock, or defibrillation, to help the heart re-establish an effective rhythm. The two new AEDs are now at Buck Field/Hills Hill Field on Summer Street and at Thorndike Field at the end of Margaret Street by the Minuteman Bikeway. I strongly encourage everyone to be aware of these new medical devices that can help save lives and I want to thank Lyn Shamban for her generous donation. The Town is looking to install additional AEDs around Town.



AED installed at Buck Field/Hills Hill Field on Summer St.

Arlington Civic Academy

Arlington Civic Academy is geared toward providing information to those who are interested in joining a Town committee or may want to run for Town Meeting or other elected office. In the fall of 2023 Arlington conducted its first Civic Academy. Twenty residents met weekly for 6 sessions. Each session provided an overview of government operations led by Town and School officials with discussion and/or a hands-on activity. The experience was well received by both participants and presenters. At least a half dozen graduates reported increasing their civic activity, including working at elections, joining a committee, or running for Town Meeting. Civic Academy presenters reported authentic

interactions with residents who were curious about how Arlington town government works and a genuine interest to serve. Because of this success and the demand by residents to participate, we plan to conduct two Civic Academies in 2024.



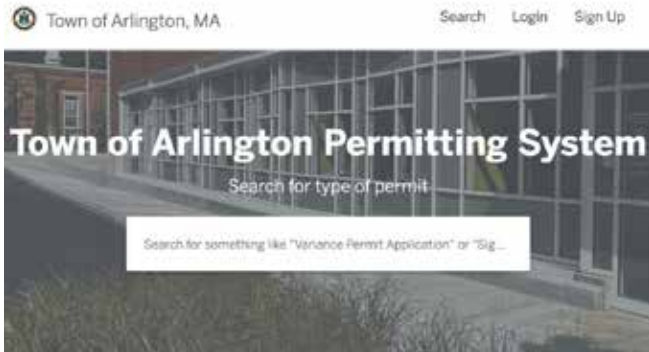
Arlington Civic Academy participants discuss MBTA Communities in one of the interactive sessions.

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. The 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	2020	2021	2022	2023
Fire Department Reports	36	29	20	23
Maps / GIS Data	89	100	114	102
Municipal Records	278	175	155	216
Property / Building Specific Information	181	213	196	210
Total Requests	584	614	532	551



New Online Permitting System

In 2023 Inspectional Services launched its first on-line permitting system. Powered by OpenGov, the new system will allow visitors to apply for permits and pay online, greatly improving the permitting process. In addition to improved convenience for applicants the system will assist with record keeping and improve access for public records as well as free up time for staff to focus on conducting inspections and serving the public.



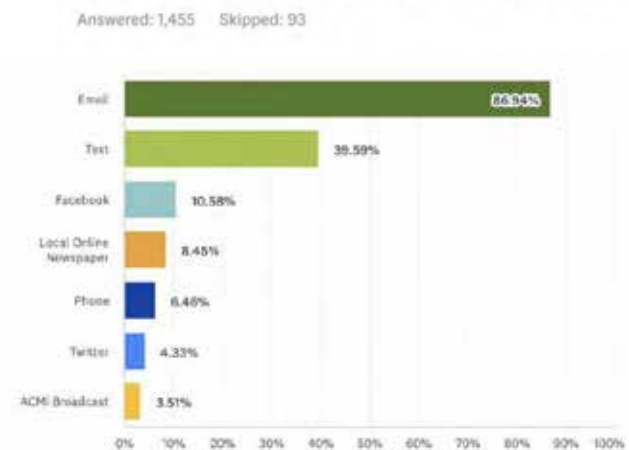
Communications & Customer Service

Public communications and customer service remains a top priority. The Town manages several communication channels that are extremely valuable in delivering ongoing, accurate information about general Town activities and emergency information as needed. These systems include the following: the Request/Answer Center, arlingtonma.gov website, social media channels, and Arlington Alerts mass notification. Siteimprove is used to monitor ADA compliance on Town websites.



Communications Survey

In 2023 the Town conducted its bi-annual Online Communications Survey, which measured resident satisfaction on these channels and sought feedback on preferred methods of notification for non-emergency communications. The survey received 1,548 responses, the most the Town has received for a communications survey. Email is clearly the preferred method by respondents (87%) followed by text messaging (40%). A key take away was to explore expanded use of text messaging.



Arlington Alerts Mass Notification System

In late 2023 the Town launched a campaign to encourage residents and businesses to provide their text and email information via the Arlington Alert system, which allows geo-targeted notifications via these methods as well as phone. The campaign focused on street sweeping; a Town activity survey respondents showed a strong preference (86%). The campaign greatly contributed to the Arlington Alert subscription growth seen in 2023, with a 25% increase in email subscriptions and 29% for text (see chart below). The Town plans to continue this campaign and seek other opportunities to utilize the Arlington Alert system and increase text and email subscriptions.



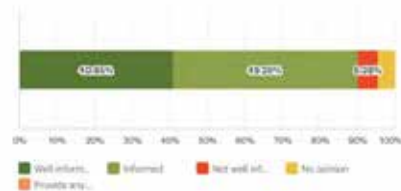
EXECUTIVE SERVICES

Town Email Lists

Email continues to be the most preferred method of contact for residents and Town Notices, the Town's general informational email notification list, continues to provide the strongest and most consistent link with residents. We are pleased that a large portion of survey respondents that receive Town Notices felt informed (90%). Similar to Arlington Alerts, our challenge continues to be encouraging residents and businesses to sign up to Town Notices. In 2023 we created welcome and connect post cards and business cards and distributed them around Town and School offices as well as to the Arlington Chamber of Commerce in hopes to attract new residents to our communication services.

Please indicate how informed Town Notice emails keep you about Town activities, news, and initiatives.

Answered 564 - Skipped 564



Social Media

The Town maintains several social media channels, across several departments. The official Town Facebook channel has over 3.9K followers and its Twitter channel has 4.3K. We continue to invest effort to ensure followers of these channels are receiving all information we post to our website and send via Town Notices emails, plus introducing new public facing staff, recognizing staff accomplishments, and promoting Arlington a great place to work, live, or visit.

Arlingtonma.gov

Arlingtonma.gov is the Town's communication hub. The site serves a population of approximately 46,000 residents, surrounding communities, and beyond. The site supports the online communication and outreach activities of fifteen departments, and over eighty 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 69 users of the content management system (CMS) that powers the website, similar to 2022 with 64 users.

Arlingtonma.gov continues to experience healthy use as website traffic begins to level off just above pre-pandemic levels.

Website Traffic (arlingtonma.gov)	2019	2020	2021	2022	2023
Page Views	1,590,67	2,385,342	2,324,420	1,864,383	1,851,10
Visits/Sessions*	603,733	1,029,520	1,212,208	810,686	884,241

Online Communications	2020	2021	2022	2023
Town of Arlington Notices Subscribers	6,046	5,651	6,074	6,452
% of Growth from previous year	6%	-7%	7%	6%
% Compared with # of households (19,000)	32%	30%	32%	-19%
Arlington Alert Emails Subscribers*	6,049	6,446	4,110	5,484
% of Growth from previous year	12%	6%	-57%	25%
% Compared with # of households (19,000)	32%	34%	22%	29%
Arlington Alert Text Subscribers*	3,500	3,607	3,678	5,317
% of Growth from previous year	3%	3%	2%	31%
% Compared with # of households (19,000)	18%	19%	19%	94%
Town Social Media	2020	2021	2022	2023
Facebook	2,300	2,750	3,250	3,900
Twitter	2,900	3,300	3,800	4,300

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. 2023 marked the sixteenth year for the service. The Request/Answer Center has 76 users and is heavily used by Public Works, followed by Health & Human Services, and the Town Manager's Office.

EXECUTIVE SERVICES

Online ADA Compliance

Online compliance with the Americans with Disabilities Act (ADA) is a top priority for the Town. With ARPA funding we were able to hire a Communications Coordinator to assist our online ADA compliance. In 2023 our Communications Coordinator was able to resolve many of the findings identified in the Town's ADA Self-Assessment Report and implement key components of the Online ADA Compliance Strategy & Training Plan. The latter, aimed at building institutional knowledge of ADA best practices among 60+ staff that post content to the website and social media for the Town. Highlights include developing documentation and trainings for 28 staff members who post to the website and nine who post to social media. The Online ADA Plan has set a goal of 90. The Town has not reached its goal, but it has seen improvements during 2023 from a score of 73.1 in January to 82.6 in early 2024. The Communications Coordinator continues to work with both Siteimprove and Town staff to improve our scores and institutional knowledge of ADA compliance and best practices.



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 desirable community. I would like to thank the Select Board for its continued leadership and support in my new role as Town Manager. I am also very grateful for the professionalism, knowledge, and support provided by Public Information Officer Joan Roman, Purchasing Officer Mary Ellen De Natale, and Executive Assistant, Kristen DeFrancisco. They are exceptional public employees dedicated to providing the best possible service to each and every person interacting with the Town Manager's Office. I would like to welcome Alex Magee, Deputy Town Manager/Finance Director, Christine Bongiorno, Deputy Town Manager/Operations, and Lauren Costa, Budget Coordinator, to the Town Manager's Office. Alex brings a wealth of expertise in ensuring smooth financial functions, Christine is no stranger to the Town having served as our Health & Human Services Director for almost two decades, and Lauren has also served the Town in both the offices of the Town Clerk and Select Board. I would also like to congratulate Julie Wayman as our new Town Treasurer, Michael Cunningham as our new Town Counsel, and Colleen Leger as the Town's new Health & Human Services Director. All three have a proven track record of serving the Town. I would also like to thank former Town Counsel, Doug Heim for his many years of service and wish him well in his future endeavors.



Aerial view of Arlington High School. In 2023, Phase 2 completed and welcomed students and staff to the new Humanities wing, library, and over 40 classrooms.

FINANCIAL MANAGEMENT SERVICES

FINANCE COMMITTEE

The Arlington Finance Committee was established by vote of the Town well over a century ago on March 7, 1895 for the purpose of advising and reporting to Town Meeting on all matters requiring an appropriation of money or otherwise impacting the Town's financial wellbeing. It is also the custodian of the Reserve Fund, which is appropriated by Town Meeting annually to allow for any unforeseen expense that may occur during the fiscal year, and reviews and acts upon all requests for transfers between departmental budgets or from the Reserve Fund.

Led by its Chair, Christine Deshler, and three Vice Chairs, Alan Jones, Annie LaCourt and Darrel Harmer, the Finance Committee is comprised of twenty-one members, representing each of the Town's twenty-one precincts. It is also ably supported by an Executive Secretary, Tara Bradley. The Finance Committee meets twice per week from January until Town Meeting is adjourned, typically at the end of May but sometimes as late as June, and then on an as-needed basis throughout the rest of the calendar year. Outside of these Committee meetings, each of its members are also tasked with gathering data and performing analyses, which are reported back to the Committee for consideration.

This year the Finance Committee began its work in earnest in mid-January 2023 upon receipt of the Town Manager's Fiscal Year 2024 budget proposal. As required by the Town's by-laws, the Finance Committee presented Town Meeting with a written Report prior to the opening of Town Meeting on April 24, 2023. Its Report included a recommended balanced budget totaling \$202,252,643. The Finance Committee also advised Town Meeting on thirty additional warrant articles. Each of the Finance Committee's recommendations were overwhelmingly approved by Town Meeting.

On June 5, 2023, the Select Board voted to place a \$7 million override on the ballot on November 7, 2023. The Finance Committee met on June 7, 2023, immediately after the Select Board's vote. After a thorough and vigorous debate, the Committee voted 10-7 to support the override, which ultimately was approved by the voters by roughly a similar margin.

Throughout the calendar year, the Chair and Vice Chairs were active members of the Town's Long-Range Planning Committee, Audit Advisory Committee, Capital Planning Committee, and Budget and Revenue Task Group, and were responsible for onboarding and training eight new Finance Committee members, the largest cohort of new members in many years. In a joint effort with the Capital Planning Committee, for the first time in several years, the Finance Committee hosted a booth at Town Day. This was an opportunity for the Finance Committee to raise its visibility, teach residents of the

important role that the Committee and Town Meeting plays in the Town, and to continue the Committee's efforts to increase the diversity of its membership. The Finance Committee intends to build on such outreach efforts going forward.

The Finance Committee's objectives for the next calendar year will be, as it always must, to serve as an impartial and apolitical advisor to Town Meeting on all matters relating to finances, and to present to Town Meeting for its approval a fiscally sound and balanced budget consistent with the Town's long-range financial plan. The Committee will continue to oversee the Reserve Fund and fulfill its obligations with respect to any transfers. Its leadership and members will continue to work collaboratively with Town officials and other boards, committees, and commissions to insure that the Town remains financially strong.

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 Annual Certified 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.

FINANCIAL MANAGEMENT SERVICES

2023 Accomplishments

- Successfully completed the conversion of the Water and Sewer billing and collection from in-house collection software to financial system used for collection of taxes and other revenue/receipts.
- Continued to improve cross-training staff to maintain workload volume during peak collection periods.
- Processed mailings of 110,108 items of mail for Town and School.
- Administered the Arlington Citizens Scholarship Foundation which provides financial assistance to Arlington residents attending higher education. 100 scholarships totaling \$100,350 were awarded in June 2023.
- Trust Fund performance was 2.23 in return.
- Affirmed 'AAA' bond rating from Standard & Poor's rating agency.
- Managed borrowing of \$190,000 in an interest free bond with MWRA for sewer system improvements with a term of ten years.
- Borrowed \$17,290,000 in General Obligation Bonds including the third portion of authorized debt for Arlington High School Construction/Reconstruction in the amount of \$9,686,000, and \$4,607,401 for the DPW/Municipal Facility, as well as other equipment and projects appropriated by Annual Town Meeting at a net interest rate of 3.69%.
- Successfully generated over 62,000 real estate and personal property tax bills representing over \$152 million in revenue for the Town.
- Installation of over 80 New Parking Meters in the Business District.

Town of Arlington, MA							
Long Term Bonds Payable Schedule							
Project	Maturity Through	Original Loan Amount	Interest Rate (%)	Outstanding at June 30, 2022	Issued	Redeemed	Outstanding at June 30, 2023
Symmes Property	2022	\$ 5,262,000	2.00-4.00	\$ -			
Municipal Purpose - 2010	2031	\$ 7,258,000	2.00-4.00	\$ 2,615,000		\$ (330,000)	\$ 2,285,000
Symmes Property - taxable	2019	\$ 470,000	2.00-2.50	\$ -			
Municipal Purpose - 2013	2033	\$ 12,132,000	2.00-5.00	\$ 5,555,000		\$ (645,000)	\$ 4,910,000
GOB Refunding - 2013	2024	\$ 2,205,000	2.00-3.00	\$ 300,000		\$ (160,000)	\$ 140,000
Municipal Purpose - 2014	2034	\$ 5,551,000	3.00-3.75	\$ 2,990,000		\$ (320,000)	\$ 2,670,000
Municipal Purpose - 2015	2035	\$ 11,018,000	2.00-4.00	\$ 5,490,000		\$ (625,000)	\$ 4,865,000
Municipal Purpose - 2016	2030	\$ 4,087,000	2.25-5.00	\$ 1,590,000		\$ (285,000)	\$ 1,305,000
GOB Refunding - 2016	2025	\$ 3,225,000	2.00-4.00	\$ 905,000		\$ (235,000)	\$ 670,000
Municipal Purpose - 2017	2045	\$ 25,660,000	3.00-4.00	\$ 18,970,000		\$ (1,135,000)	\$ 17,835,000
Municipal Purpose - 2018	2038	\$ 30,955,000	3.00-5.00	\$ 24,665,000		\$ (1,560,000)	\$ 23,105,000
Municipal Purpose - 2019	2038	\$ 5,555,000	3.75-5.00	\$ 4,195,000		\$ (430,000)	\$ 3,765,000
Municipal Purpose - 2020	2049	\$ 66,190,000	3.00-5.00	\$ 63,580,000		\$ (1,600,000)	\$ 61,980,000
Municipal Purpose - 2021	2050	\$ 77,845,000	2.00-5.00	\$ 76,120,000		\$ (1,810,000)	\$ 74,310,000
Municipal Purpose - 2022	2051	\$ 82,445,000	2.125-5.00	\$ 82,445,000		\$ (1,070,000)	\$ 81,375,000
Municipal Purpose - Dec 2022	2053	\$ 8,515,000	4.00-5.00	\$ -	\$ 8,515,000	\$ -	\$ 8,515,000
Total Bonds Payable				\$ 289,420,000			\$ 287,730,000
**The Town issued \$17,290,000 Bonds on 12/13/2023.							
				Add: Unamortized Premium	\$3,773,920		
				Total Bonds Payable, Net	\$293,193,920		

FINANCIAL MANAGEMENT SERVICES

Town of Arlington, MA					
Account Balances as of 6/30/2023					
Summary by Bank Account					
Checking Accounts			Money Market Accounts		
Depository	Eastern Bank	\$ 35,032,371	General	Eastern Bank	\$ 4,492,173
Lockbox	Eastern Bank	\$ 14,111,696	General	Salem Five	\$ 1,085,394
Rehab CDBG	Eastern Bank	\$ 810,443	General	East Boston Savings	\$ 1,070,775
AHS General Fund	Eastern Bank	\$ 216,634	General	Webster Bank	\$ 1,295,007
Symmes Taxable	Eastern Bank	\$ 5,346	General	Leader Bank	\$ 5,992,431
Vendor	Eastern Bank	\$ -	General	MMDT	\$ 37,857,093
Payroll	Eastern Bank	\$ -	General	Rockland Trust	\$ 1,553,541
Lunch Receipts	TD Bank	\$ 43,560			
Depository	TD Bank	\$ 38,847,104	Article 75 Stabilization	Cambridge Savings Bank	\$ 3,147,971
Article 75 Stabilization	TD Bank	\$ 1,000,937	Article 75 Stabilization	MMDT	\$ 20,538,074
Investment Account	Citizens Bank	\$ 1,016,736	Article 75 Stabilization	Leader Bank	\$ 1,035,051
Parking Meters	Leader Bank	\$ 1,511,415			
Total		\$ 92,596,240	Strassberg Library	MMDT	\$ 614,629
			Robbins Library General	MMDT	\$ 83,387
			MacEachern Fund Library	MMDT	\$ 54,026
			Deferred Scholarship	MMDT	\$ 26,071
			AHS Student Activities	MMDT	\$ 13,926
			Long Term Stabilization	MMDT	\$ 3,777,412
			Municipal Building Ins.	MMDT	\$ 710,171
			Sylvester Cemetery	MMDT	\$ 66,423
			MWRA	MMDT	\$ 9,456,856
			Escrow Accounts	MMDT	\$ 93,650
			Mass Ortho	MMDT	\$ 5,727
			Arlington Community Activites	MMDT	\$ 1,456
			Special Ed Stabilization	MMDT	\$ 261,312
			Total		\$ 93,232,556
Brokerage Accounts					
OPEB	Vanguard	\$ 21,798,624			
Trust Fund & Scholarship Inv.	Rockland Trust	\$ 28,347,927			
ES Farmer Trust	DWS Core Equity	\$ 213,730			
Total		\$ 50,360,281	Total		\$ 236,189,078

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's office maintains all records of grants, gifts, and other special revenue funds as well as records of the Town's debt as authorized by the Town Meeting. 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 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.

FY2025 Objectives

- Implement the final stage of the new chart of accounts according to Uniform Massachusetts Accounting System (UMAS) guidelines. The new structure will provide increased automation and improved reporting at all levels such as: year to date reports, departmental reports, independent audit, tax recap, schedule A, end of the year report for school, eliminate most manual entries, stricter budgetary controls.
- Continue to adjust the end-user permissions and create new workflow structures for Accounts Payable and Requisition/Purchase Order process.
- Perform in-house departmental training on the new chart of accounts.
- Monitor and report on the American Rescue Plan Act (ARPA) fund to ensure all the charges are in compliance with the federal regulations. Implement strict budgetary controls and mirror ARPA spending categories by creating individual Munis projects.
- Perform departmental audits as necessary to identify, assess, and evaluate internal controls of Town departments.
- Assist all departments with documentation of Fraud Risk Assessment and perform yearly reviews of said policies to ensure accuracy

and applicability.

- Continue to expand the Electronic Fund Transfer (EFT) by enrolling more vendors in paperless payments.
- Work with federal and state grant administrators to determine eligibility of fringe benefits and process gray bills.
- Upgrade Munis to 2021 version in collaboration with IT department.
- Expand Tyler Content Manager (TCM) utilization to the Revenue module by uploading all back up for cash receipts in Munis.
- Ongoing staff training to stay current on municipal laws and governmental accounting standards.

Major Accomplishments for 2023

- Received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for the Town of Arlington's Annual Comprehensive Financial Report (ACFR) for the Fiscal Year Ending June 30, 2022. Prepared
- the ACFR to show that the Town and the Comptroller's office will, for the 7th year, go beyond the minimum requirements of Generally Accepted Accounting Principles (GAAP) to prepare comprehensive annual financial statements and reports that evidence the spirit of
- transparency and full disclosure.
- Closed the books on FY2023 and completed the Town's independent audit in accordance with GAAP. The detailed and organized accounting records led to clean audits with no findings and no material weaknesses.
- Achieved 100% utilization of Tyler Content Manager scanning technology in the Accounts Payable module and increased audit transparency. All invoices are now uploaded into Munis and can be viewed when performing account inquiries.
- Certified \$18,032,011 free cash which is an increase of \$2.1M over FY22. The increase in fund balance is attributed to the revenue surplus and appropriations turn back.
- 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

FINANCIAL MANAGEMENT SERVICES

program, and 4) Compliance with applicable laws and regulations.

- Continued to centralize all data in digital folders for easy remote access: replaced physical drawers with digital folders and saved all vendor contracts, warrants, audits, financial statements, budget reports and DOR reports in the shared drive.
- Successfully converted and automated all special revenue funds to minimize manual year end closing entries.
- Uploaded and tested the final Munis chart of accounts conversion.
- Continued to create and present quarterly year to date budget report to Select Board for increased transparency and improved communication of Town finances.
- Worked with the Town Engineer, Select Board, and Town Manager on coordinating the cash flow, accounting and the actual construction of private way betterment projects.

erty taxes. The total assessed value of all taxable real estate and personal property for Fiscal Year 2024 was \$14,523,850,398 which resulted in a tax rate of \$10.59 per thousand dollars of assessed value. The Board also committed approximately 34,669 automobile excise tax bills for collection of an estimated income of \$5,451,379.

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 FY2024, the overlay account is set at \$2,507,334. 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.

BOARD OF ASSESSORS

Members of the Board of Assessor's are Chairman Gordon Jamieson, William Zagata and Mary Winstanley O'Connor, Esq.

The Board of Assessors committed 30,533 real estate and personal property tax bills to the Tax Collector for collection for Fiscal Year 2024. These bills raised a total of \$153,807,575 in property and personal prop-

Comptroller Performance / Workload Indicators	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
General Fund - Free Cash Certified	11,078,429	15,912,078	18,032,011	15,000,000
Water/Sewer Enterprise Fund- Retained Earnings certified	7,748,848	6,807,899	6,962,689	6,000,000
Youth Services Enterprise Fund- Retained Earnings certified	68,724	12,794	122,846	50,000
COA Transportation Enterprise Fund- Retained Earnings certified	79,028	38,319	44,802	25,000
Rink- Retained Earnings certified	102,392	112,193	82,042	80,000
Recreation- Retained Earnings certified	733,459	1,190,830	1,342,423	800,000
Total Invoices processed	26,871	30,345	28,536	28,500
# of check invoices	25,725	29,804	28,121	28,070
# of wire invoices	182	188	174	180
# of EFT invoices	964	353	241	250
# of new funds set up (grants and special revenue)	59	37	57	55

FINANCIAL MANAGEMENT SERVICES

Tax Abatement Overlay Funds			
	FY22	FY2023	FY2024
Overlay Amount	\$691,296	\$1,314,746	\$2,507,334
Abatements & Exemptions To-Date	\$336,908	\$467,106	456,775
Declared Surplus to General Fund	\$400,000	\$750,000	\$600,000
Reserved for Additional Liability	\$1,228,204	\$1,860,843	\$1,133,337

ASSESSMENT DATA

Valuation and Tax Levy			
Fiscal Year	Total Assessed Valuation	Tax Levy	Tax Rate*
2024	\$14,523,850,398	\$153,807,575	\$10.59
2023	\$13,306,855,407	\$149,169,849	\$11.21
2022	\$12,517,357,831	\$142,948,226	\$11.42
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	\$8,516,898,406	\$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

* Tax rate expressed in per thousand dollars of assessed value

Percent of Tax Levy by Class						
CLASS	TYPE	FY2020	FY2021	FY2022	FY2023	FY2024
I	Residential	94.5527	94.5798	94.3154	94.5277	94.6555
II	Open Space	0	0	0	0	0
III	Commercial	4.1714	4.1773	4.1036	3.8439	3.7014
IV	Industrial	0.2087	0.2093	0.2034	0.1909	0.1884
V	Personal Property	1.0672	1.0336	1.3776	1.4375	1.4547
Total		100	100	100	100	100

FINANCIAL MANAGEMENT SERVICES

Tax Rate Components FY2018-FY2022					
	2020	2021	2022	2023	2024
Levy Base	\$9.42	\$10.08	\$10.13	\$9.83	\$9.32
2 1/2%	\$0.24	\$0.25	\$0.25	\$0.25	\$0.23
Growth	\$0.07	\$0.07	\$0.07	\$0.09	\$0.09
Override	\$0.46	\$0.00	\$0.00	\$0.00	\$0.00
W/S Debt Service	\$0.51	\$0.30	\$0.15	\$0.00	\$0.00
School Debt Exclusion	\$0.41	\$0.64	\$0.82	\$1.04	\$0.95
Tax Rate*	\$11.06	\$11.34	\$11.42	\$11.21	\$10.59
*Tax Rate =((Amount To Be Raised)/(Total Taxable Assessed Value))*1000					

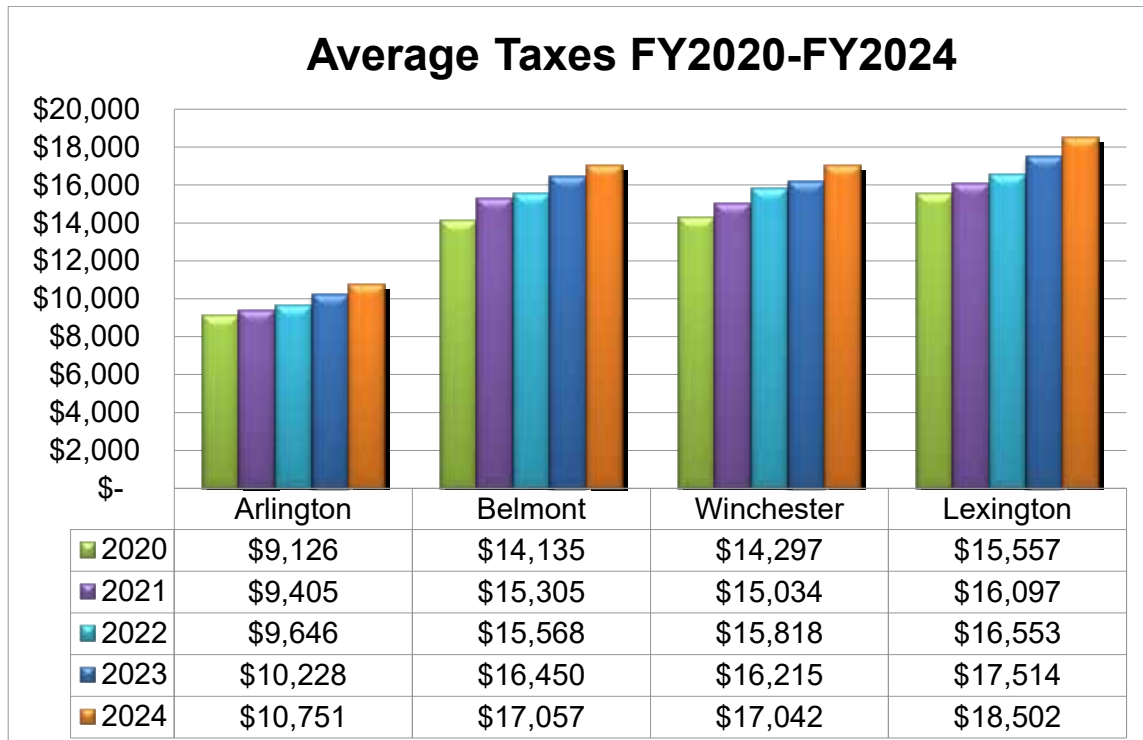
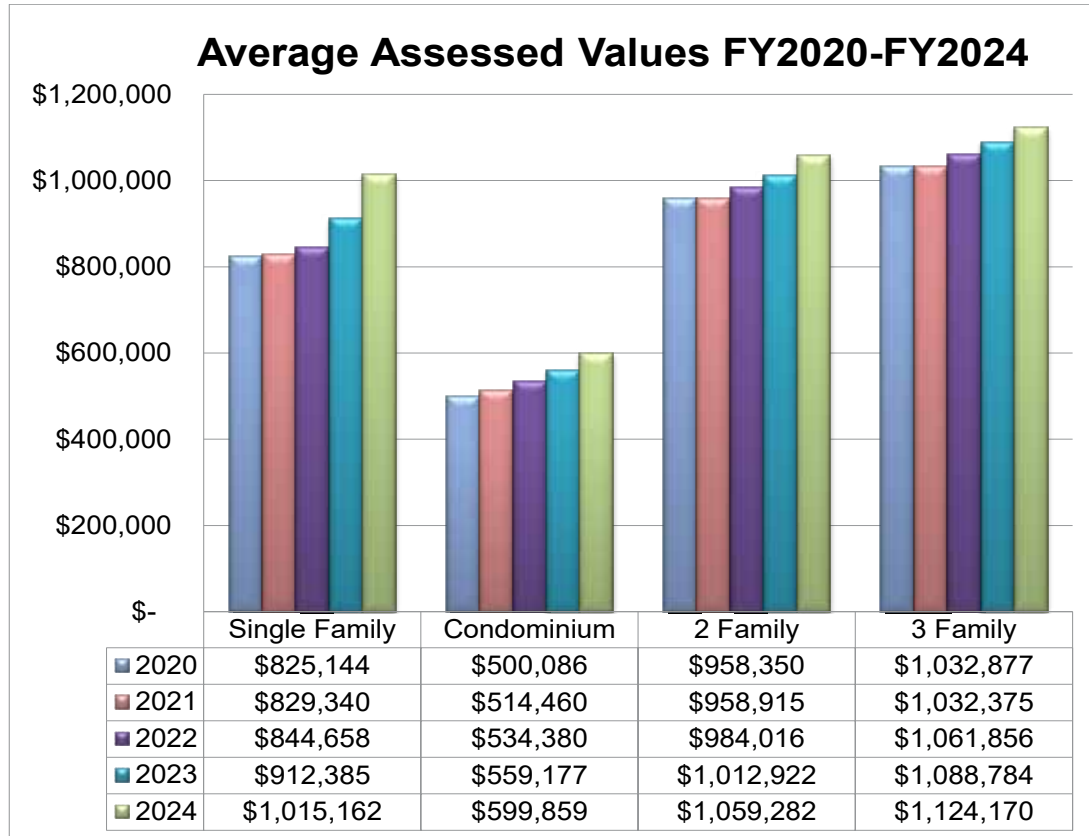
Details of Tax Rate Calculation					
	FY2020	FY2021	FY2022	FY2023	FY2024
Max Levy Prior FY	\$113,696,347	\$122,855,373	\$126,776,920	\$130,879,853	\$135,356,908
2.50%	\$2,842,409	\$3,071,384	\$3,169,423	\$3,271,996	\$3,383,913
Growth	\$816,616	\$850,163	\$933,510	\$1,205,059	\$1,280,112
Override	\$5,500,000	\$0	\$0	\$0	\$0
Maximum Levy	\$122,855,372	\$126,776,920	\$130,879,853	\$135,356,908	\$140,020,933
Levy Inc. %	7.46%	3.09%	3.13%	3.31	3.33%
Levy Inc. \$	\$9,159,025	\$3,921,549	\$4,102,933	\$4,477,055	\$4,664,025
W/S Debt Service	\$5,593,112	\$3,691,454	\$1,845,727	\$0.00	\$0.00
School Debt Exclusion	\$4,928,109	\$7,744,595	\$10,276,792	\$13,848,434	\$13,830,576
Max to be Raised	\$133,376,594	\$138,212,969	\$143,002,372	\$149,205,342	\$153,851,509
Actual Raised	\$133,350,155	\$138,199,499	\$142,948,226	\$149,169,849	\$153,807,575
Excess Levy	\$26,439	\$13,470	\$54,146	\$35,493	\$43,934
Total Taxable Assessed Value	\$12,056,976,079	\$12,186,904,721	\$12,517,357,831	\$13,306,855,407	\$14,523,850,398
Total Avg. % Increase	9.48%	1.08%	2.71%	6.31%	9.15%
Tax Rate	\$11.06	\$11.34	\$11.42	\$11.21	\$10.59
Penny of Tax Rate	\$120,570	\$121,869	\$125,174	\$133,069	\$145,239
Avg. Assessed Value Single Family	\$825,144	\$829,339	\$844,657	\$912,385	\$1,015,162
Avg. Taxes Single Family	\$9,126	\$9,405	\$9,646	\$10,228	\$10,751
*All numbers subject to rounding and final DOR Certification					

FINANCIAL MANAGEMENT SERVICES

FINANCIAL MANAGEMENT

State Class Code FY23-FY22 Comparison									
Type	FY2024			FY2023			FY24 vs FY23		
	Parcels	Assessed Value	Avg. Assessed Value	Parcels	Assessed Value	Avg. Assessed Value	Parcel (+/-)	Percent (+/-)	Avg. Assessed Value (+/-)
Single Family	8,008	8,129,420,100	1,015,162	8008	7,306,385,400	912,386	0	11.26%	102,777
Condominium	4,121	2,472,017,000	599,859	4,039	2,258,514,600	559,177	82	9.45%	40,682
Misc	11	15,045,500	1,367,773	10	13,464,900	1,346,490	1	11.74%	21,283
2 Family	2,016	2,135,511,560	1,059,283	2,055	2,081,554,760	1,012,922	-39	2.57%	46,360
3 Family	174	195,605,500	1,124,170	176	191,625,900	1,088,784	-2	2.08%	35,386
Apartments	157	684,439,100	4,359,485	156	622,161,500	3,988,215	1	10.01%	371,270
Res Land	287	41,024,000	142,941	288	36,506,900	126,760	-1	12.37%	16,181
Open Space	0						0		
Commercial	367	469,896,300	1,280,371	370	448,290,630	1,211,596	-3	4.82%	68,775
Industrial	21	27,367,600	1,303,219	21	25,403,300	1,154,695	0	7.73%	93,538
Ch Land/61	0						0		
Ch Land/61A	0						0		
Ch Land/61B	3	1,327,188	442,396	3	1,742,317	580,772	0	23.83%	-138,376
Mixed Use(Res)	52	74,551,554	1,433,684	53	68,451,951	1,291,546	-1	8.91%	142,137
Mixed Use(Com)	25	66,362,736	2,654,494	25	61,468,139	1,610,041	0	7.96%	4,894,597
Per Prop/501	148	6,726,360	45,448	155	7,362,340	47,499	-7	-8.64	-2,051
Per Prop/502	129	3,775,920	29,271	131	3,291,630	25,127	-2	14.71%	4,144
Per Prop/503	0						0		
Per Prop/504,550-2	2	160,502,060	80,251,030	2	144,061,510	72,030,755	0	11.41%	8,220,275
Per Prop/505	6	23,003,400	3,833,900	6	21,076,400	3,512,733	0	9.14%	321,167
Per Prop/506	2	14,318,100	7,159,050	2	13,933,000	6,966,500	0	2.76%	192,550
Per Prop/508	3	2,956,420	985,473	3	1,560,230	520,077	0	89.49%	465,397
Total	15,553	14,523,850,398						9.15%	

FINANCIAL MANAGEMENT SERVICES



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
F22	\$11.42
F23	\$11.21
F24	\$10.59

FINANCIAL MANAGEMENT SERVICES

MASSACHUSETTS DEPARTMENT OF REVENUE
 DIVISION OF LOCAL SERVICES
 BUREAU OF ACCOUNTS

Arlington
 TOWN

TAX RATE RECAPITULATION Fiscal Year 2024

I. TAX RATE SUMMARY

Ia. Total amount to be raised (from page 2, IIe)	\$ 238,570,191.71
Ib. Total estimated receipts and other revenue sources (from page 2, IIIe)	84,762,616.00
Ic. Tax Levy (Ia minus Ib)	\$ 153,807,575.71
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
Residential	94.6555	145,587,329.83	13,747,614,314.00	10.59	145,587,235.59
Net of Exempt					
Open Space	0.0000	0.00	0.00	0.00	0.00
Commercial	3.7014	5,693,033.61	537,586,224.00	10.59	5,693,038.11
Net of Exempt					
Industrial	0.1884	289,773.47	27,367,600.00	10.59	289,822.88
SUBTOTAL	98.5453		14,312,568,138.00		151,570,096.58
Personal	1.4547	2,237,438.80	211,282,260.00	10.59	2,237,479.13
TOTAL	100.0000		14,523,850,398.00		153,807,575.71

MUST EQUAL 1C

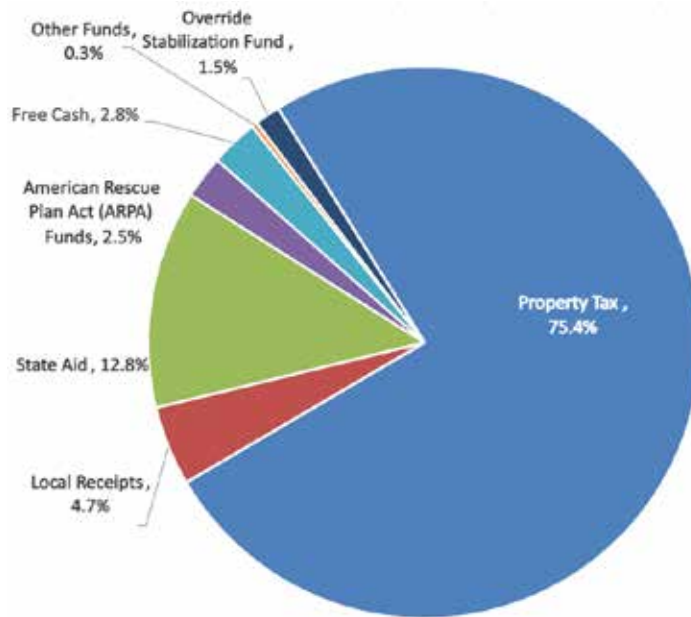
FINANCIAL MANAGEMENT

FINANCIAL MANAGEMENT SERVICES

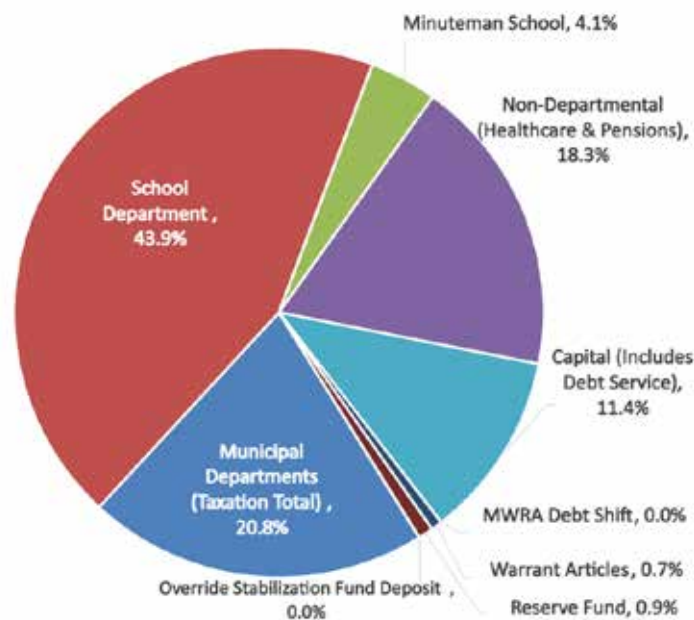
FISCAL YEAR 2023

Total \$197,752,524

Revenue



Expenditures





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. 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, water/sewer meter 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.



In 2023 Arlington welcomed residents to the new building of the Arlington Town Yard & Municipal Services campus on 51 Grove St.

Accomplishments

- Hired Director of Geographic Information Systems (GIS) position. The position will serve the DPW as well as other Town Departments.
- Coordinated the transition to new DPW facility at 51 Grove Street for Administration, Highway, Water/Sewer, and MER Divisions.
- Acquired new sidewalk snow clearing equipment with \$50,000 grant from the State.
- Held Reuse & Recycling Center appointments year-round during the week and one

weekend a month, serving approximately 3,500 appointments in the year.

- Received annually, since FY16, a MA Department of Environmental Protection (DEP) Sustainable Materials Recovery grant, (\$52,000), called the Recycling Dividend Program, with funding designed to continue to support waste diversion activities.

Solid Waste Collection

The Town is contracted with waste hauler, Republic Services. This contract provides weekly curbside and dumpster collection of solid waste and bulky items from residential and business locations. Solid waste is 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 and tables.

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



Recycling

With the advent of weekly mandatory recycling several years ago, 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 an electronic waste drop off programs by appointment during regular business hours and on select weekend dates as well.

Accomplishments

- Held Reuse & Recycling Center appointments year-round during the week and one weekend a month, serving approximately 3,500 appointments in the year.
- Recovered and prepared for donation; 128

PUBLIC WORKS

Materials	FY2021	FY2022	FY2023
Solid Waste	12,434	12,217	10,775
Single-Stream Recycling	5,028	4,716	4,542
Yard Waste	3,435	2,801	3,356
Electronic Waste	59.62	40.20	33.00
Appliances (units)	836	782	353

televisions to nonprofit organizations and social benefit projects with the expressed purpose of increasing access to public television for English Language Learners

- Received annually, since FY16, a MA Department of Environmental Protection (DEP) Sustainable Materials Recovery grant, (\$52,000), called the Recycling Dividend Program, with funding designed to continue to support waste diversion activities.
- Participated in the Minuteman Household Hazardous Waste collection event, offering eight annual opportunities for residents to divert toxic materials from the environment.
- Established FixIt Clinics as a routine activity, hosting events at least twice a year.
- Held bike donation events in collaboration with Arlington Scouts program and The Bike Connector, collecting over 200 bikes during two events.
- Hosted four secure document shredding events, free to the public.
- Hosted four medical sharps collection events in partnership with the Health Department, during Reuse & Recycling Center monthly events.
- Hosted a 5-week summer internship for seven Arlington High School students, plus a summer camp session with 6-9 graders through Arlington Community Education's Summer Fun program.
- Ran a successful Paint Recycling event as a fundraiser, saving hundreds of pounds of reusable latex paint from incineration and raising \$425 that was donated to the Housing Corporation of Arlington. This event was organized and carried out by summer high school interns.

Yard Waste Collection

Yard waste is collected 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.

Household Hazardous Waste Collection

2023 marked the twenty-sixth 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 487 carloads from Arlington collected this year.



One of many traffic signal upgrades at Chestnut St, includes this solar powered pedestrian crosswalk.

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.

Accomplishments

- Performed oversight and monitoring for Town capital projects including road rehabilitation, pavement preservation, water rehabilitation, sewer rehabilitation, storm water improvements, pavement markings, and curb ramp and sidewalk accessibility improvements.
- Road Rehabilitation: 5,037 ft.
- Pavement Preservation: 11,000 ft.

PUBLIC WORKS

- Sidewalks: 8,300 ft.
- Curbing (new and reset); 8,184
- Curb Ramps: 75
- Water Main Replacement: 4,997 ft.
- Sewer System: relining 6,599 ft., cleaning & inspection 3,602 ft.
- Catch Basins Cleaned: 2,512
- Aided Town Departments with technical input and site plan review for new and on-going projects, including private site development plans. Additional support provided for Town boards and committees including site plan review for Comprehensive Permits at 10 Sunnyside Ave., Thorndike Place, 1165R Mass Ave and 1021-1025 Mass Ave.
- Managed Street Opening Permit Program and monitored on-going utility construction projects. Work involves reviewing and administering work conditions and requirements including outreach, traffic management, trench repairs and annual trench inspection program.
- Issued 430 permits.
- Planned, managed, and coordinated maintenance and improvements through the Traffic Signal and Street Light Maintenance Contract, including:
 - Traffic Signal upgrades at Medford Street at Warren, and Mystic Street at Chestnut Street.
 - Coordination of identified traffic signal and street light maintenance issues received via email, phone and the Request/Answer Center (WebQA).
 - Coordinated transfer requirements of streetlights with Traffic Signal and Street Light Maintenance Contractor through National Joint Utilities Notification System (NJUNS) for Double Pole Management system, via email, phone and WebQA
- Coordinated with Select Board Staff to manage reconstruction of private ways utilizing the Town's Betterment Program.
- Coordinated planning and review of projects, reports, and Town regulations with Arlington's Environmental Planner for water quality and flood mitigation improvements in conjunction with requirements of the EPA Municipal Separate Storm Sewer System (MS4) Permit.
- Assisted the Engineering Consultant in preparing the Annual MS4 Report and year 5 requirements including:
 - Town Phosphorus Control Plan
 - Stormwater Quality Improvement Plans
 - Stakeholder Outreach and Education



Entrance to the new building on Grove St., which houses Arlington Public Works and Inspectional Services.

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 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 20 snow and ice events.

- Private contractors used for 7 events.
- 21 inches total snow for season.

Performance Measurements

- Repaired or replaced 27 catch basins.
- Cleaned approximately 2,512 catch basins (with the assistance of contracted help).
- Removed and installed 3,985 linear feet of sidewalk.
- Patched over 2,700 potholes.

Special Projects

- Placed 150 sand barrels town-wide for winter season.
- Constructed Parklets at several locations and on outdoor dining options.
- Provided coordination and support of ongoing DPW facility project.

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.

PUBLIC WORKS



Arlington Water/Sewer Division repairing a water main.

Performance Measurements

- Replaced 792 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 46 locations.
- Repaired water service lines at 40 locations.
- Replaced 36 hydrants.
- Flushed over 172 locations to clear blockages from sewer mains and services.
- Sampled 14 locations weekly for water quality.
- Provided over 648 markouts for underground excavation work.

Motor Equipment Repair Division

The Motor Equipment Repair Division continues to maintain 105 over-the-road vehicles including two 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, two street sweepers, two sewer-flushing trucks, one rubbish packer, one compressor truck, one generator truck, two welding trucks, six sedans, three vans and one small multi-use tractor.

Major Accomplishments

- Acquired new department vehicles – backhoe, forklift, street sweeper, large tree chipper
- Moved vehicle maintenance operations to new DPW Facility.

Performance Measurements

- Provided preventative maintenance and repairs on department motor vehicles, as well as vehicles assigned to other Town departments.
- Maintained snow and ice vehicles during events to keep operations running.

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 which runs from the Cambridge line to the Lexington line. On Massachusetts Avenue the Division is responsible for installing event banners. Staff of the Division performs tree planting each spring and fall with a goal of 300 trees annually.

Performance Measurements

- Planted 302 trees. The number of planted trees exceeded the annual goal of 300 for a third year.
- Removed 311 trees due to failing health or storm-related damage.

Accomplishments

- Continued treatment of at-risk trees against Emerald Ash Borer insects. Treated 369 trees.
- Maintained "Tree City USA" designation from the National Arbor Day Foundation. Arlington has been a Tree City USA community since 2001. Awarded a Growth Award (fifth year in a row) for additional work in protecting and providing for trees in Arlington.

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 Donald R. Marquis Minuteman Trail, Broadway Plaza, Menotomy Rocks Park, and twenty-one traffic islands. The Division is responsible for the execution of the holiday lights program.

Performance Measurements

- Continued to put a priority on prompt graffiti removal.
- Maintained Town-owned sidewalks throughout the winter.
- Rebuilt Infield of Buck Field baseball facility with contracted help.

Cemeteries Division

The Cemetery Division is responsible for the care and maintenance of Mt. Pleasant Cemetery and the Old Burying Ground. Mount Pleasant Cemetery is an active

PUBLIC WORKS

cemetery that accommodates an average of 200 burials per year. The Old Burying Grounds is an inactive, historical community cemetery. Three volunteer Cemetery Commissioners make recommendations to the Town Manager on rules, regulations, and fees.

Mount Pleasant Cemetery Service Types	Amount	Revenues Invoiced
New Earth Grave Site Sales	35	\$80,100
New Urn Grave Sales	1	\$350
Perpetual Care Sales	36	\$18,000
Grave Site Buy-backs	0	\$0
Earth Burials	122	\$122,000
Cremain Burials	78	\$22,000
Columbarium Sales	16	\$25,200
Columbarium Fees	15	\$1,500
Public Lot	0	\$0
Non-Resident Burials	89	\$44,500
Overtime, Holiday Surcharges	35	\$23,200
Mock Burial	0	\$0
Foundation Charge	32	\$6,400
Disinterments	0	\$0
Veteran Graves – earth/urn	4	\$1,100
Recording Fee	11	\$1,100
Bush Removal	3	\$225
Lot & Décoration	1	\$70
Niche cover replacement	1	\$400
Chapel Use, Misc.		\$100
Total Gross Revenues		\$346,245

Major Accomplishments

- In collaboration with Planning Department staff, completed hydraulic Study of Mill Brook through the limits of the Cemetery and beyond.
- Performed 122 earth burials and 78 cremains burials.

Recognitions

The following Public Works employees completed service to the Town and its residents in 2023 with over twenty-five years of service: Teresa DeBenedictis, Assistant Director, 26 years, Vincent Kilcommons, Junior Engineer, 46 years. The Town is grateful for their dedicated and loyal service.

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



ARLINGTON TREE COMMITTEE

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

Working with Tree Warden

The Tree Committee met monthly with Arlington's Tree Warden to discuss ongoing Town tree-related issues and to provide support. This year, special emphasis was given to:

- Addressing heat-island issues in Arlington through tree planting in our hottest regions.
- Expanding tree planting in areas where trees were lost due to development.
- Planting more trees in areas with the lowest "tree equity scores."
- Analyzing and improving tree watering strategies,
- Testing for underground natural gas leakage prior to planting, and
- Hosting an Arbor Day event at the Robbins Library to demonstrate tree planting and care.

Funds collected as a result of the Arlington Tree Bylaw are being used to undertake some of these initiatives.

Adopt-a-Tree Program

To ensure the success of newly-planted street trees, ATC continued its Adopt-a-Tree program, designed to engage residents and businesses in tree watering efforts. Using Arlington's Tree Inventory map, volunteers select a street tree convenient to their home or workplace, and commit to watering it for the growing season. 55 new trees were adopted for the 2023 season.

PUBLIC WORKS

Arlington High School (AHS) Liaison

For the first time, an AHS student joined the Tree Committee as a Student Liaison. The student has adopted numerous trees, attended monthly ATC meetings, and been helpful in engaging students in various ATC programs.

Article 16 under Town Bylaws Title V Arlington Tree Protection and Preservation Bylaw

This year, the Tree Committee worked with the Tree Warden and the Department of Inspectional Services to implement the amended Article 16 (2022 Annual Town Meeting). The amended Article 16 came into effect in January of 2023. One of the more significant changes was that applicants are required to consult with a certified arborist or registered landscape architect to develop valid Tree Plans, along with the lowering of the diameter threshold for protected tree status to 6", from its prior 8".

Community Tree Canopy Program

To supplement street tree planting, ATC (with financial support from the Tree Division) continued its Community Tree Canopy program, offering native trees at discount prices to residents/businesses for planting on private property. 56 new trees were planted as part of this program in 2023.

Community Outreach

- Continued to maintain the arlingtontrees.org website, an educational public resource about trees in Arlington.
- Maintained and grew a robust following on social media, including Facebook, Instagram, and Arlington Trees Google Group.
- Publicized the need to care for and water new trees.

- ATC representatives attended local meetings of Arlington Redevelopment Board, Zoning Board of Appeals, Conservation Commission, Parks and Recreation Commission, and Gas Leaks Task Force, to further promote the ATC mission of preserving and expanding our town tree canopy, ensuring that trees are a regular part of all planning discussions in the Town.
- Participated in an Arbor Day event in April, Arlington Heights Spring Fest in June, and Town Day in September.
- Joined Arlington Chamber of Commerce, to engage with Arlington businesses regarding trees and tree canopy promotion.
- Collaborated with MA Tree Org, a recently organized group of regional and local tree committees and tree groups, to share strategies and learned experiences.

Arlington Tree Committee Goals for 2024

- Expand the membership of the ATC.
- Increase student engagement in ATC initiatives.
- Expand targeted marketing of our Community Canopy Program (using GIS data) to encourage more people (particularly those near heat islands, as well as those who experienced tree loss in their neighborhoods) to consider planting new trees on private property.
- Engage a larger group of residents and students to participate in our Adopt-a-Tree program.
- Provide ATC "Year in Review" materials to Select Board, Planning Department, and Town Meeting members to ensure tree topics



Aerial view of the Arlington Town Yard & Municipal Services campus on Grove Street.



ARLINGTON POLICE

Department Overview

The Arlington Police Department operates under a community policing philosophy that encourages citizen interaction and partnerships in solving problems of crime, fear of crime, and quality of life issues. The Department is segmented into three distinct functions: operations, investigations, and support services. Throughout the year, APD remained dedicated to implementing new techniques and approaches to improve effective and productive two-way communication with the citizens of Arlington.

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 Brendan Kiernan, 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. The Patrol Division's primary responsibility is to provide quality uniformed law enforcement services to the community. Not only does the Patrol Division answer calls for service to the community, but it also performs other specific assignments. These assignments include wide-ranging quality of life issues in Arlington. These proactive assignments vary between enforcing traffic and parking laws, preserving the peace, protecting life and property, school safety, special event planning and grants coordination. Through the Crime Analysis Unit, we continue to track crime trends and patterns 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,

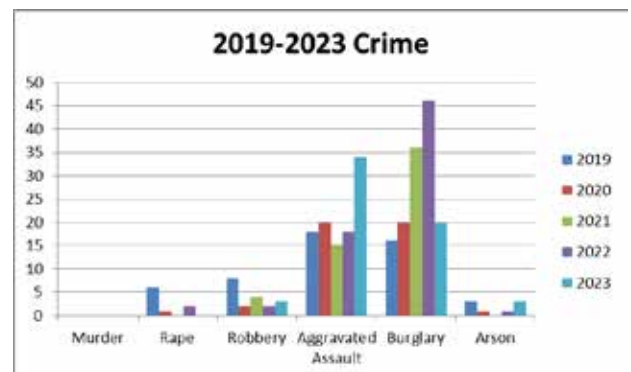
police prosecutions at district and juvenile court, drug task forces, family services, and code enforcement. The Professional Standards/Accreditation Office is tasked with developing policies and procedures, working to maintain State Accreditation, investigating citizen complaints, and proactively addressing issues of professional standards and accountability within the Department. Additionally, with the creation of POST through police reform legislation in 2021, this division is also responsible for maintaining compliance with all POST Standards.

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 issuance of departmental records. The Division oversees compliance of individual officers training and certification standards to meet POST requirements.

Crime

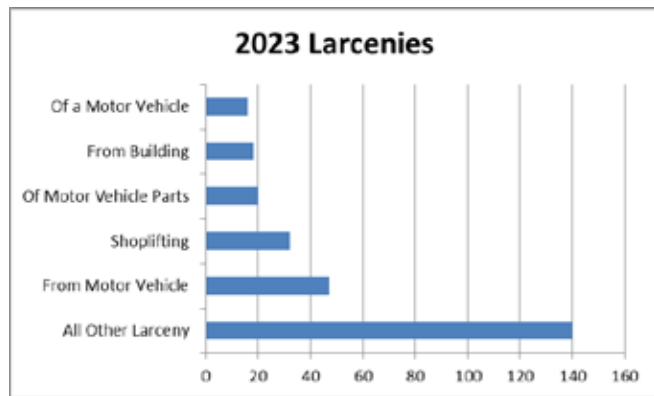
The Department collects incident information using a system called the National Incident-Based Reporting System or NIBRS. NIBRS is an improvement on the summary-based system known as the Uniform Crime Reporting Program, or UCR. Since 1930 the FBI has administered the UCR Program using statistics supplied by law enforcement agencies across the country.

The following is a summary of Part I Crimes in Arlington in 2023. 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 2023 there were a total of 333 Part I Crimes reported in Arlington, as compared to 383 Part I Crimes reported in 2022.



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In 2023 there were no murders in Arlington. Arlington had no rapes reported, a decrease of two from last year. There were three robberies committed, an increase of one incident from 2022. Of the three robberies committed, suspects were armed in two incidents. Arlington experienced thirty-four aggravated assaults; twenty-seven incidents involved a weapon and thirteen involved domestic violence. Of the incidents involving weapons, sixteen involved blunt objects, six involved a shod foot, and four involved a knife or cutting instrument. Arlington had twenty reported burglaries in 2023, twenty-six incidents less than last year. There were sixteen motor vehicles stolen, up one incident from 2022. Three arsons were reported this year. In 2023, there were 257 reported larcenies, which is a decrease of forty-two incidents from 2022.



Calls for Service

The Police Department logged 28,217 calls for service. Officers filed 2,969 incident reports as compared to 3,098 in 2022. In 2023, eighty-nine people were arrested, a decrease of four. Forty 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. In 2023, 1,384 motor vehicle citations and 14,958 parking tickets were issued. Traffic issues continue to be one of the greatest areas of complaints to the Department.

Calls for Service	2019	2020	2021	2022	2023
Emergency Calls	27,649	21,850	24,579	27,947	28,217
Police Reports	2,827	2,718	2,439	3,098	2,969
Arrests	88	58	61	93	89
Protective Custody	9	17	24	44	40
Summons	80	50	41	65	55
Motor Vehicle Citations	1,552	524	720	1,326	1,384

Community Services

Patrol

The Community Services (Patrol) Division responded to 28,217 calls for service during 2023. The majority of calls involve services other than responding to crimes. For instance, the Department responded to a total of 708 alarms (residential, business, bank and municipal), 623 disturbance calls, 400 reports of suspicious activity, 158 traffic complaints and 90 animal complaint calls. The Community Service Division also investigated 46 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.

2023 Community Policing Events

National Night Out

In collaboration with the Arlington Housing Authority and other Town departments, the National Night Out event was held on August 1st, 2023. The event was specifically held for Family and Friends of Menotomy Manor. National Night out is a national community-building campaign that promotes police-community partnerships. The night out included a cookout, games, entertainment, bouncy house, a visit from the Environmental Protection Agency and a flyover from the Massachusetts State Police Air Wing Unit.

COMMUNITY SAFETY



APD staff enjoys National Night Out Festivities)

National Pride Month – Rainbow Crosswalk Painting

In June, APD celebrates Pride Month. Officers attended the 2023 Arlington LGBTQIA+ Pride Festival and oversaw the painting of the rainbow crosswalks throughout town.



Captain Sean Kiernan, Captain Richard Flynn, and Captain Brendan Kiernan at the Pride Festival.



Chief Flaherty at Rainbow Sidewalk Painting.

National Coffee with a Cop Day

The Annual National Coffee with a Cop day event was held on Wednesday, October 4th, 2023. Residents were asked to join APD for coffee and conversation on the grounds of the Cyrus Dallin Art Museum at Massachusetts Avenue and Mystic Street. Coffee with a Cop is an initiative implemented throughout cities and towns nationwide, that is designed to provide a welcoming environment for residents to get to know their police officers face-to-face and talk about what's going on in their community.



APD meets citizens during National Coffee with a Cop.

National Faith and Blue Weekend

In October of 2023 members of the APD partnered with the Saint Agnes Parish Community and Arlington Eats to collect donated food to assist those struggling with food insecurity. Faith and Blue events help facilitate stronger communities by engaging law enforcement officers and local residents through the connections of faith-based organizations.



APD Staff Participate at National Faith and Blue event.

COMMUNITY SAFETY

Homeless Outreach

The APD Homeless Outreach Team (HOT) has been in operations since 2018. This team includes a patrol officer, the Jail Diversion Program (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, area hospitals, and homeless outreach groups in Cambridge and Somerville, and now Arlington.

After meeting together, the team members return to their respective communities and conduct outreach – locating homeless people, building relationships, and offering services. Attendance at this group has created invaluable connection with hospitals, shelter staff, non-profit organizations, and agencies throughout the area. Additionally, the Arlington Police Department's staff and mental health clinician partner with the City of Cambridge to help support those affected by housing challenges who border each community.

Throughout 2023, APD has furthered their partnership with the Health and Human Services Department (HHS). Together, APD and HHS continue to offer services to not only the chronically unsheltered population but housing stability resources for our residents in need. The HOT team continued collaborative efforts with the Arlington Housing Authority and Housing Corporation of Arlington as the affordable housing needs continue to affect cities and towns across Massachusetts.



Homeless Outreach Team Members (left) and APD Community Outreach Efforts with the Arlington Housing Authority (right).

Child Safety Seat Inspections

The Arlington Police Department offers monthly child safety seat inspections. Three Officers are currently certified as National Child Passenger Safety Technicians. These officers will inspect and teach the proper installation of car seats to any Arlington resident. Car seat inspections are generally conducted every first Saturday of the month from 9:00 a.m. - 1:00 p.m. Inspections are held at the Arlington Police Department, 112 Mystic Street. Information regarding the scheduling

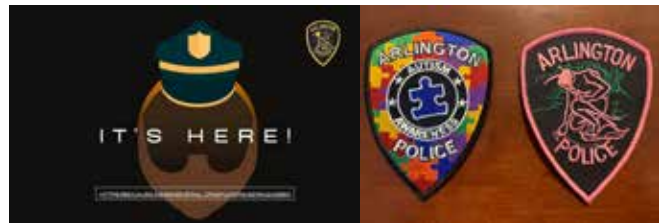
of a car seat inspection can be found at arlingtonma.gov/police.



Car Seat Inspections with Officer Curran.

Community Support Initiatives

Once again the APD participated in a number of initiatives in support of a broad spectrum of community members. These initiatives included: “No Shave November” to raise money for the Mass General Hospital Cancer Research, “Pink Patch Initiative” for Breast Cancer awareness, and the “Autism Awareness Patch Initiative” for Autism awareness.



No Shave November and APD Patches for Autism and Breast Cancer Awareness.

School Resource Officer

SRO Bryan White continued in his role as a full-time Police Officer dedicated to all the schools in the Arlington Community. Officer White is certified as a School Resource Officer in the Commonwealth of MA through the Municipal Police Training Committee (MPTC). The School Resource Officer position falls under the umbrella of the Patrol Division (Community Services Division).

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. Officer White also spends time in classrooms, reading to elementary students and instructing Law and Health/Wellness courses at Arlington High School.

In 2023 Officer White attended many student-involved extracurricular activities including the prom, graduation, athletic events, and the Middlesex Sheriffs Youth Public Safety Academy just to name a few. He collaborates with Arlington Community Education in co-hosting numerous events including Bicycle Safety

COMMUNITY SAFETY



Officer White visiting Pierce School students having a bake/lemonade stand.



APD Officers taking part at the Arlington Metropolitan Council For Education Opportunity Students Field Day).

Events and RADKIDS self-defense courses.

APD Canine Program

In 2023 K9 Officer Hogan continued serving the community with partner K9 Eiko. During this time, they assisted multiple neighboring communities to include Somerville, Belmont, Cambridge, Watertown, and Lexington to name just a few.

One of the most rewarding aspects of the K9 Program is meeting with students and residents. During the past year the K9 unit provided over 50 K9 demonstrations and tours of Arlington Police Station. These interactions provide a memorable learning experience and form lasting relationships for all involved. K9 Eiko was part of the annual Town Day festivities and did numerous demos showing Eiko's talents which was attended by hundreds of town residents. K9 Eiko attended Fishin' with a Mission for autism at the Mystic Wellington Yacht Club and was the highlight of the day with his demonstration.

K9 Eiko assisted Watertown Police Department with a search and located a violent felony suspect who was hiding inside a residence this past year and assisted numerous other police departments with searches.

The APD Canine Program will continue its dedication to the Town of Arlington and the residents it has served for the past 17 years and will continue to train



K9 Officer Hogan and Eiko.

and provide this valuable asset for patrol and narcotics.

Animal Control Program

APD's Animal Control Program is responsible for enforcing Town Bylaws and Massachusetts General Laws relative to the control and care of animals. Additionally, the Animal Control Officer (ACO) investigates reports of animal cruelty, provides conflict resolution pertaining to animal complaints, investigates animal bites, lost and found pets, facilitates quarantines (animals that have bitten or have been bitten by another domestic animal or wildlife), and provides education assistance for domestic and wild animals to schools and residents within the community.

In March 2023 Courtney Wilson joined the Town of Arlington as the Animal Control Officer. Since then Animal Control has received 768 calls for service involving dog bites, lost or found pets, barking dogs, injured or sick wildlife, chicken coop inspections, and other various animal complaints. ACO Wilson also worked in partnership with the Environmental Police Department on numerous wildlife calls in town including a bear sighting in June and also the use of illegal leg hold traps on foxes in September. Animal Control Officer Wilson also attended different community events including National Night Out and Coffee with a Cop. ACO Wilson also presented safe pet introductions and what being an Animal Control Officer entails to campers at the Town's Health, Recreation, and Community Safety Camp. The Animal Control Program also monitors dog licensing and vaccination records of pet owners in the community.

APD's Animal Control Program prides itself by assisting residents via numerous in-person or web-based community meetings. In addition, the ACO works with local community media outlets and our own social media platforms to create public service announcements regarding domestic pets and wildlife. These connections contribute to overall community awareness and citizen education related to domestic and wild animals.



Animal Control Officer Courtney Wilson assisting an injured fox.

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Grant Funding

Mental Health - Jail Diversion Program

Since 2010, in partnership with the Edinburg Center, APD's Jail Diversion Program (JDP) has worked under a grant awarded from the Massachusetts Department of Mental Health (DMH). 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) averaged fifty co-response calls for service, outreach, and follow-up visits per month in 2023. 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 70% of the time (providing mental health services 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 encompasses partnering 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 continue 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.

In September of 2021, and in partnership with the Edinburg Center, Christina Valeri was hired as the new APD Clinician. Christina has worked diligently to acclimate herself with the Department's mission of assisting those in the community with mental health and addiction issues. In 2023, mental health co-response calls for service continued to rise. In response, and in an effort to provide added clinical coverage on weekends and evenings, the APD once again partnered with the Edinburg Center, and hired a second clinician, Amber McMahon.



Clinician Christina Valeri Reading to Children at the Saint Agnes Elementary School.

Human Services Network

The Arlington Human Services Network started in the spring of 2019. This town-wide partnership brings together various agencies and stakeholders including the Board of Health, Arlington Housing Authority, Arlington Housing Corporation, Police, Fire, Council on Aging, Minuteman Senior Services, Arlington Food Pantry, Arlington Youth Counseling Center, and Arlington Public Libraries. The goal was 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.

The focus is identifying at-risk individuals in the community and 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 police contact for citizens with mental health problems.

Opiate Overdose Outreach Program

Throughout 2023 APD 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. In 2023 APD did follow ups with OD victims, provided resources, and Narcan. APD now collaborates with two additional means of support through the Board of Health for this initiative, Thomas Caccavaro (Recovery Coach) and Anna Martin (Prevention Service Manager).

In 2018 APD was honored by becoming a Law Enforcement Mental Health Learning Site, one of a select few nationwide departments supported by the United States Justice Department's Bureau of Justice. In 2023 APD provided numerous agencies with our blueprint on how to offer a successful Jail Diversion Program using

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the co-response model. Additionally, APD was invited to a National Conference held in Denver, CO, to continue to educate other police departments on the co-response model within the jail diversion program.

Support Services

APD's licensing office processed 205 Firearms Licenses and 16 Solicitor Licenses in 2023. 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 2023 the Training Division transitioned back to in-person in-service training. In-service training was completed through the Municipal Police Training Committee (MPTC) at their Lynnfield location. Firearms training was held at the Riverside Gun Club in Hudson. Officers also attended these trainings throughout the year: SRO Training, FTO Training, Active Shooter Training with the FBI, Shades of Brown and Blue, and Police Reform Law training, Firearms Licensing Legal Updates, and Public Records Law Training. The Training Division also sent four new officers to the Police Academy in 2023 and will oversee their field training when they return from the Basic Recruit Academy.

The Support Services Division also continued transitioning the marked patrol fleet to hybrid vehicles in 2023.

Traffic Unit

During 2023 APD responded to over 669 motor vehicle crashes. Statistically, this represented an overall 17.5% increase from the previous calendar year. APD responded to 6 pedestrian crashes, which is the same number as the previous year.

Throughout the year, members of the Traffic Unit continued to serve on several Town boards and committees. This included the Parking Advisory Committee (PAC), Transportation Advisory and Committee (TAC). The Unit regularly assisted the Select Board with matters regarding overnight parking permit requests and traffic control plans for major events such as Town Day and various road races. The Unit also started meeting bi-weekly with personnel from the Town Manager's Office, Engineering/Public Works Department, and the Department of Planning and Community Development (DPCD) to address traffic safety matters not referred to TAC that included (but was not limited to) traffic complaints and signage requests. The Traffic Unit also assisted the Parking Clerk/Treasurer's Office with coordinating the upgrade and replacement of all the single space parking meters in the Arlington Center Business District. The Traffic Unit continued to work as a liaison with Cardinal Tracking and PayByPhone to maintain our parking enforcement and electronic parking ticket software. These

two systems combine to provide an efficient ticketing system for the parking enforcement officers while also ensuring a successful integration into the Town's mobile payment option for metered parking.

Working in conjunction with the Engineering, Public Works, and the DPCD, the Traffic Unit continued to monitor/recommend upgrades to the Town's traffic signals and provide feedback on proposed modifications to various intersections. This included adjusting the signal timing at the intersection of Lake St and Brooks Ave, the redesigns of both the Chestnut St and Warren Street corridors, and new signage at the Park Avenue/Paul Revere/Wollaston intersection. Traffic Unit personnel also conducted multiple traffic counts at various locations in Town and provided valuable speed, volume, and vehicle classification feedback to other governmental entities and neighborhood groups. This data was vital in planning future traffic safety initiatives, determining whether speed related complaints were actual or perceived, and directing all sworn personnel as to the best times for enforcement in the studied locations. Traffic Unit personnel also provided work zone planning, direction, and police safety detail prioritization to ensure that vehicular, pedestrian, and bicycle traffic all flowed safely through major public works and public utility infrastructure projects. These projects included the aforementioned MassDOT improvements to Chestnut Street, modifications to Medford Street, several National Grid projects, a major MWRA project, and various major DPW-contracted projects. The Traffic Unit also assisted with various construction projects, signage, and school zone amendments initiated via the MassDOT's Safe Routes to School program.

The Traffic Unit applied for and received funding under the EOPPS/MASSDOT Municipal Road Safety (MRS) Grant Program. This funding will allow the Department to perform extra enforcement and education mobilizations concentrated on Impaired Driving, Occupant Safety, Speeding, and Pedestrian/Bicyclist Safety during the 2024 fiscal year. This funding will also allow the Department to purchase new speed radar equipment and send a number of residents to attend the In-Control Crash Prevention 101 training course.

The Traffic Unit continued its partnership with AAA on traffic safety initiatives in the Northeast Region. At their request, Officer Rateau has participated in online panels, giving testimony at the State House, and fielded questions related to various traffic safety matters on a local, state, and regional level.

APD's Traffic Unit monitored the MBTA BRT Project in East Arlington for compliance.

The Traffic Unit continued to supervise the three parking control officers, who combined to issue in excess of 11,300 citations for parking violations. (It should be noted that their numbers may be lower than previous years due to several months of no enforcement in sin-

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gle-space metered locations while awaiting the delivery and installation of the new meters).

The Traffic Unit continued to work with our partners in the School Department with supervising 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.

Criminal Investigation Bureau

The Detective Unit is comprised of a detective lieutenant, and six detectives. Of these six detectives, three are assigned as Task Force Officers. These task forces include the Drug Enforcement Agency, the Federal Bureau of Investigation and the Southern Middlesex County Drug Task Force. Aside from our three task force Detectives, one Detective is assigned to general investigations, 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 well over 700 reports generated by officers. In addition, detectives have followed up on well over 200 reports filed through the department's Online Police Reporting System.

The crime that victimizes more residents than any other, are the various types of frauds. Criminals add new twists to old schemes and exert pressure on people in order for them to make important decisions on the spot. 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 and up 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 as a general rule, 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 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

National Drug Take Back Day is a free and anonymous event coordinated by the DEA and police departments that takes place twice a year. 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.

Over the course of 2023 well over 1,000 pounds of assorted prescription medications were dropped off at the Police 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 24/7.

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 well over 200 domestic violence related incidents.

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

Records

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

Records Processed	2019	2020	2021	2022	2023
Calls	27,649	21,850	24,579	27,947	28,217
Arrests	88	58	61	93	89
Citations	1,552	523	720	1,326	1,384
Parking	16,329	5,510	13,371	15,088	14,958
Accidents	433	364	412	561	669
Hackney	7	2	1	1	0

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Accreditation/Professional Standards

The Police Accreditation process is an ongoing daily function of the Department. The Arlington Police Department was successfully re-accredited in 2023, after achieving its original accreditation status in 2014. The Department was initially certified as an accredited Law Enforcement Agency by the Massachusetts Police Accreditation Commission in 2008, at which APD 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, APD will maintain its accreditation status in compliance with criteria set forth by the Commission on Accreditation for Law Enforcement Agencies, Inc.

Awards and Recognitions

Chief Flaherty recognized the actions of the following Officers and Dispatcher for outstanding service in the course of duty during 2023: Sergeant Brian Fennelly (Certificate of Commendation), Officer Michael Foley (Certificate of Commendation), Officer Joseph Canniff (Certificate of Commendation and Letter of Commendation for two separate incidents), Officer Rachel Venuti (Certificate of Commendation), Sergeant Scott Urquhart (Letter of Commendation), Dispatcher Daniel O'Leary (Letter of Commendation).

Appointments/Promotions/Retirements

In 2023 Scott Urquhart was promoted to the rank of Sergeant. The four newest Officers (Keith Aenas, Ryan Hood, Caitlyn O'Malley and Brett Marifote) all started the Academy in 2023 and will join the department in early 2024.



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.

Responses Fire Call Type	2020	2021	2022	2023
Fire	93	79	88	63
Carbon Monoxide Activations	99	105	95	94
Water Hazards	33	57	121	86
Mutual Aid	42	41	41	42
Lock Out/In	41	49	59	63
Electrical Hazards/ Down Lines	264	265	223	207
Motor Vehicle Accidents	107	141	159	162
Smoke Scares	28	49	51	65
Natural Gas Emergencies	73	98	83	75
Flammable Liquid Hazards	19	14	15	13
Hazardous Conditions	31	12	13	22
Other	79	59	37	175
Emergency Medicals	2,703	3,016	3,847	3,841
Medical Assists	223	283	314	443
Alarms Sounding	675	873	946	981
Total Calls for Assistance	4,510	5,141	5,690	5,793

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.

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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 2023 the AFD responded to 5,793 calls for assistance. Reported dollar loss for 2023 totaled \$2,951,620. This includes structure fires, motor vehicle accidents, water hazard incidents, and hazardous condition incidents. Of these 5,793 calls 3,841 were for medical emergencies which were consistent with 2022 and 66% of all Fire Department responses. Medical emergencies include emergency medical responses and emergency medical assists.

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 751 permits in the year 2023 totaling \$46,655. Certificates of Compliance for Smoke Detectors and Carbon Monoxide Alarms accounted for 483 permits and 64% of all permits issued. 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			
2020	2021	2022	2023
879	971	1,064	751
\$47,895	\$57,435	\$62,455	\$46,655

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 63 times this past year to investigate various incidents including, structure fires, vehicle fires, dumpster fires, and grass fires.

FIU Fire Investigation Type	2023
Structures	44
Cooking	18
Motor Vehicle	3
Outside	12
Other	10



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 "Fire won't wait, Plan your escape!" 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. We were able to update some of our supplies and materials as well as host our annual Fire Open House at our Headquarters. The SAFE Program also continued to roll out Senior Safe targeting the elderly. We made a strong push to update all of the vial of life information at our elderly housing units at the end of 2023. We were able to purchase new Vial of Life magnets as well as other safety materials for that target population. 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.

COMMUNITY SAFETY

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.

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, such as solar panel shut down and safety, and driving simulators. 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 2023 AFD members received training in such areas as firefighter survival, foam operations, communications, boat drills/ ice rescue, Rapid Intervention Team tactics, and the National Registry of EMTs National Continued Competency Program. The Arlington Fire and Police departments held joint multi-day active shooter training in order to increase preparedness.

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.

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. Dan Kerr 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 Ser-

vices (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 Health Department, Council on Aging, and the

EMS Staff	2020	2021	2022	2023
EMTs	76	71	78	76
First Responders	0	0	0	0

police 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 2023 the Department responded to 3,354 medical emergencies. Of those emergencies, 554 were for advanced life support and 1,731 for basic life support and were transported to the appropriate facility by the Town operated ambulance, Rescue 1. There were 591 medical emergencies where Rescue 1 was at another emergency medical call and another agency assisted with patient care and transport. 1,111 medical emergency responses occurred where no transport to a hospital was needed based on a variety of circumstances.

In May 2022 Armstrong ambulance was able to dedicate an ambulance as the primary ALS unit and a backup ambulance for the town.

Ambulance Response	2020	2021	2022	2023
Advance Life	449	388	456	554
Basic Life	1,172	1,427	1,779	1,731
Patient refused transport/ NO EMS	622	662	713	1,111
Transports Missed Because R1 was on Other Call/ training	520	570	620	591
Total Medical Emergencies	2,243	3,047	2,958	3,354

2023 Highlights

- Member of the Core Racial Equity Team.
- Member of the Homelessness Task Force and its Impact Team.
- Member of the Human Services Network.
- Member of the Development Review Team – Planning Department

COMMUNITY SAFETY

- Member of the Permit Digitization Project Team.
- Recipient of a \$25,000 Fire Safety and Equipment Grant.
- Recipient of a \$15,500 Emergency Management Planning Grant.
- Recipient of a \$8,000 Student Awareness and Fire Education Grant.
- Designed and ordered replacement frontline Ambulance.
- Purchase of an additional LUCAS chest compression system.
- Implemented First Due Record Management System's report writing and pre-fire planning / inspections modules.
- Continued support of AED's in Town buildings including 2 new AED's placed at Thorn-dike and Buck field.
- Completed successful recertification of 41 EMTs.
- Certified 3 members as CPR Instructors.
- Completed Nero's Law training – K9 resuscitation.
- Installation of ZETRON notification system in all 3 fire stations.
- Continued use of 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.
- Continued use of the online training program Prodigy to provide the required continuing education to the Department's Firefighter/ EMT in a virtual setting.
- Integral role in design and development of fire protection systems for the AHS and DPW projects.
- Continued annual Fire and Life Safety inspections of over 300 commercial properties.
- Inspected over 714 residences to ensure proper smoke/carbon monoxide detector installation.
- Performed Fire and Life safety inspections of high-rise buildings.
- Conducted joint Arlington Police and Fire Department training for Active Shooter/Hostile Event Response (ASHER) using Northeast Homeland Security Regional Advisory Council (NERAC) training aids and support.
- Purchased an electric firefighting chainsaw to reduce fossil fuel powered equipment
- Used grant funding to place in service new Multi gas meters with a docking station in order to assist with OSHA record keeping

- compliance
- Used grant funding to place in service new combustible gas meters to assist with detecting and isolating hazardous combustible gas

Retirements/Promotions/Appointments

- Firefighter Joseph Paragona retired April 15, 2023.
- Firefighter Sean O'Brien resigned August 12, 2023.

2024 Goals

- Continue to provide programs such as the Fire Investigation Unit, Vial of Life, and Student Awareness Fire Education (SAFE).
- Expand the SAFE program to educate middle school students on the dangers of vaping, alcohol, and drugs. Use SAFE funding for more programs for senior citizens.
- Continue with annual Fire and Life Safety Inspections of commercial properties including nursing homes and preschools.
- Purchase staff vehicle to replace 2014 Ford Interceptor.
- Take delivery of Emergency Managements Air Supply vehicle and Lighting vehicle consolidating into one Air Supply/Lighting/Rehab unit.
- Take delivery of new frontline Ambulance.
- Take delivery of new frontline Engine.
- Oversee Turkey Hill repeater site relocation in collaboration with MWRA.
- Continue implementation/transition from our legacy Records Management System to First Due's cloud based electronic records and reporting system.
- Procure an Electric Vehicle specific fire extinguishing nozzle for combating EV fires.
- Implement Community Connect, a service for residents and business owners to update the department in real time about functional needs, hazards, and other pertinent info for first responders.
- Continue joint Active Shooter/Hostile Event Response (ASHER) training with the Arlington Police Department as well as outside mutual aid fire and police departments, and local ambulance companies.
- Hosting a live fire trailer from the Mass Fire Academy for a week-long training session using a live fire simulator in town for on duty members to attend.
- Recertify both Rescue 1 and Rescue 2's ambulance licenses through the Department of Public Health.
- Complete EMT recertification of department

COMMUNITY SAFETY

- members.
- Purchase ten sets of Personal Protective Equipment (PPE) as part of the Department's PPE replacement program.
- Continue to oversee Fire and Life Safety planning of the new High School and DPW.
- Ensure compliance with OSHA requirements.
- Continue to identify opportunities for the improvement and streamlining of department processes.
- 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.
- Research and secure alternative sources of funding to continue smoke/carbon monoxide detector program for Senior Citizens.

residential units, including 1 unit of affordable housing for the community and commercial space.

- Issued permits for 9 new single-family and 8 new two-family home permits and 2 mixed-use residential units.
- Issued and inspected 189 solar panel installations.
- Completed inspections and issued occupancy certificate for phase two of the new high school
- Performed annual inspections of 36 beer and wine licenses.
- Performed annual inspections of 29 daycare facilities.
- Continued enforcement of the "Good Neighbor" agreement per Town bylaws for certain residential construction projects.
- Continued work with the Tree Warden on enforcement of the Tree Bylaw and incorporating information on tree regulations into building permit applications.
- Continued work with the Engineering Department on enforcement of stormwater management and erosion control regulations.

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.

Calendar Year 2023 Accomplishments

- Launched a new online permitting system, providing a more efficient process for submitting permit applications and easier access to permit information for the public.
- Issuance of building permit for 1021-1025 Massachusetts Avenue, a residential development that will provide 50 residential units, including 12 units of affordable housing for the community.
- Issuance of building permit for 80 Broadway, a mixed-use development that will provide 9

Calendar Year 2024 Goals

- Continue to adapt our new online permitting system to the needs of the department, contractors and residents of the town.
- Assist builders and residents to comply with the recent updates to the Specialized Stretch Energy Code.
- Keep builders and residents informed about the upcoming 10th Edition of the Massachusetts State Building Code.
- Continue to administer the Vacant Storefront Registry Program with the DPCD.

Performance / Workload Indicators				
	2021 Actual	2022 Actual	2023 Actual	2024 Estimated
Inspectional Services Permits Issued				
Building	2,813	3,180	3,055	2,500
Residential projects exceeding \$200,000 building cost	89	114	104	120
Plumbing	787	926	817	775
Gas	625	629	523	470
Wiring	1,117	1,352	1,391	1,100
Electric Vehicle Chargers	27	44	57	48
Energy Storage Systems	10	15	7	11
Revenues	\$2,217,813	\$3,031,038	\$2,661,956	2,200,000

CENTRAL MANAGEMENT SERVICES

HUMAN RESOURCES DEPARTMENT

The Human Resources (HR) 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 February 2023 the concluding session of Town-wide Diversity Equity and Inclusion (DEI) training for employees at all levels of the organization. Employees were invited to participate in shaping the Town's DEI plan. The Director serves as a part of the core team meeting regularly on Town DEI initiatives and issues. Over the course of several months, the Town personnel engaged in 4 workshops conducted over 16 sessions with over 350 participants.

The Year 2023 marked the second year of full acceptance of working in a world in which Coronavirus is here to stay. In partnership with Public Health in the fall of 2023 the Department issued updated guidelines with the aim of keeping employees safe while being as aggressive as possible in returning employees to work.

The Department handled over one-hundred personnel transactions relating to a myriad of positions. This includes retirements, resignations, promotions, vacancy postings and advertisements, interviewing, selection, and enrollment of new employees. The Director of the Department served as the Chairperson for the Town Manager Search Committee; the search resulted in the promotion of James Feeney to the position in August 2023. Among the other searches the Director facilitated in 2023 were recruitments for Deputy Town Manager – Finance, Deputy Town Manager – Operations, Town Treasurer and Collector, Select Board Administrator and Town Counsel 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.

The Director of HR and the Deputy Town Manager - Finance serve as the Town's collective bargaining team. Successor bargaining agreements are in place through Fiscal Year 2024 with five of the six Town Unions. The team successfully reached agreement with the Patrol Officers' Union prior to going to state level arbitration. Negotiations with the Ranking Officers' Union are ongoing. The HR department believes strongly that the successful delivery of Town services relies on a rigorous Human Resources program. In 2023 the Department worked closely with Department Heads to successfully facilitate a number of labor relations issues, disciplinary

matters, and workplace investigations.

2024 Objectives

The Department of Human Resources will continue to assist departments in the recruitment and retention of high caliber employees in a highly competitive labor market.

The Department will continue to partner with the Director of Diversity, Equity, and Inclusion (DEI) in supporting training and education for staff. Throughout 2024 the Director will serve as a part of the Arlington team in the Massachusetts Racial Equity Advancement & Collaborative Hub (REACH) program offered through the Metropolitan Area Planning Council.

Following up on studies conducted for FY14, FY17, and FY20 the Town completed its fourth benchmark salary and benefits study for FY23. Informed by this study, in early 2024 the Director of HR and the Deputy Town Manager – Finance will engage in successor bargaining with all groups currently settled through June 2024.

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 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; the Committee meets over zoom and in person. The Committee meetings are open to the public and public attendance is encouraged.

Throughout 2023 the Committee reviewed monthly reports from the Human Resources Director/Equal Opportunity Officer regarding employment opportunities for the Town. The principal focus of the Committee is to ensure that people of all races, genders, and ethnic backgrounds are given equal opportunity to apply for and receive positions of employment here in Arlington.

Due to a number of factors, including but not lim-

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ited to inflation and a locally high cost of living, both nationally and locally, 2023 continued to be a challenging labor market in which to hire and will continue into 2024. The Committee is dedicated to increasing the number of minority and female applicants for positions of employment. Since 2021, on average, 20% of those interviewed for open permanent positions identified as minority applicants. Of 36 new appointments, 25% are candidates who identified as minority. Of 23 promotions 17% are candidates who identify as minority. The Town's Equal Opportunity Officer and Director of Human Resources, Caryn Malloy, has consistently applied the 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. The main focus of 2023 continued to be the multi-year rebuild of Arlington High School. Since 2021 the Committee has received labor data on the rebuild of the Arlington Public Works Building. In compliance with Town female and minority participation goals on such projects, the Committee successfully advocated for general contractors to provide 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 employ an educational approach in its project reviews 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 Advisory Committee, member Kate Bender regularly reports to the Committee on hiring and diversity efforts in the Arlington Public Schools.

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.

FACILITIES

The Facilities Department is a shared department between the Town and the Schools. Facilities oversee 34 buildings - 11 schools and with the addition of the new Public Works building now 24 Town buildings - to-

taling approximately 1.65 million square feet. Facilities manages the repair and maintenance programs based on standards for preventive maintenance, required inspections for life safety and governmental compliance, and routine repairs and cleaning to maintain the Town's buildings in good working order. The Facilities Department has 3 supervisory personnel and 2 management staff and a Project Manager along with 10 trade technicians. The supervisory and management staff oversee capital projects and building upgrades, building maintenance and repairs, and custodial cleaning. The custodial team is comprised of a total of 42 custodians - 29 who are in-house and another 13 from a third-party service provider. About half of the custodial staff is scheduled to work during regular business hours while the rest perform their duties after regular hours and under the supervision of a custodial night supervisor. In addition, Facilities coordinates regular building assessments and annual evaluations that are used for both capital planning and budgeting as well as routine repairs and preventative maintenance. A large part of the Department's mission is to maintain safe and comfortable educational school environments conducive to teaching and learning. Department goals include extending the asset life of existing facilities, adding value to facilities by enhancing their condition, adding additional reliability to capital budget requests, separating operating and maintenance budgets, and improving the operational efficiencies for the current level of maintenance and utility expenses.

Organizational Updates

With the re-launched DudeSolutions as Brightly Asset Essentials work order system across the remainder of buildings in the Town's portfolio in calendar year 2022 the Facilities Department has processed 2,749 work orders in calendar year 2023. This consists of preventative maintenance work and 1,225 unique requests for repair work. The Department still struggles to be fully staffed requiring electricians, HVAC technicians, and plumbers.

Facilities Department Responsibilities:

Set and Maintain Standards for all Town/School Buildings and Assets

- Utilizing the Arlington Maintenance Policy and Plan, create standards for all facilities which could include health and safety, preservation of assets, special permit requirements, degree of need, life cycle of asset class, and cost to maintain asset.
- Ensure maintenance is done in a timely and cost-effective manner as necessary to ensure the long-term health of Town assets.
- Deploy CMMS (Computerized Maintenance Management System) software for enhanced asset management and development of metrics for measuring and reporting the progress

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of the Town's investment in maintenance.

- Provide measurable results for maintenance levels in all facilities.

Ongoing Procedures

- Utilize CMMS maintenance records to identify assets needing capital investment, replacement, improvement, adjustments in the routine maintenance or new levels of maintenance for all properties.
- Maintain new and retired asset data record collection.
- Submit annual maintenance plan and budget including all buildings and assets to Town Manager. Submit annual report on patterns of problems including trends in emergency maintenance calls, actual costs of maintenance, opportunities for preserving current assets and for improving asset maintenance.

Facilities Department Projects and Programs

Programs

- Assist the design and construction teams on the Central School, DPW, and AHS projects, especially on specifications to ensure reliability of products and brand consistency across the organization.
- Incorporate on-going formal facility condition assessments at various building in the portfolio to allow for proactive capital planning.
- Update existing plan based on life-cycle expectancy of building HVAC, vertical transportation, and life safety equipment.
- Re-launch DudeSolutions as Brightly Asset Essentials work order system across remainder of building portfolio in calendar year 23 (school buildings were re-launched in 2022). The Facilities Department is also considering migrating from the outdated Maintenance Direct and Capital Forecast modules to the upgraded Asset Essentials Platform with predictor module.

Projects

- Supported Phase 2 Turn-Over at Arlington High School
- Provided construction specification support for the Public Works Project at DPW Yard.
- Renovated and re-occupied the Parmenter Building for additional Parks and Recreation programs.
- Completed enabling work for phases 3 of Arlington High School building project.
- Performed in-house carpet cleaning at various sites.
- Executed and managed multiple preven-

tive maintenance contracts with 3rd parties, including elevators, fire alarms, fire suppression systems, fire extinguishers, pest control, ventilation hoods, grease traps, water treatment, security/camera/access control systems, emergency generators, and oil and gas burners.

- Installed last phase energy saving LED lighting at Robbins Library and Dallin School.
- Interior painting at all elementary schools.
- Planned and bid repairs for long-standing chronic roof leaks at Robbins Library, Bishop School, and Hardy School.
- Installed new carpeting at Bishop School in library and Principal's Office
- Planned, designed, and bid Bishop School office renovations.
- Flooring repairs at all Elementary Schools
- Installed new sinks and millwork to create an additional science classroom at Ottoson.
- New public address and master clock system at Ottoson School
- Installation and upgrades of exterior security camera systems.
- Installation of new two-way radio communication system and AHS and Ottoson School.
- Reconfigured several classrooms for APS, adding and removing partition walls to create new learning spaces.
- Completed annual life safety inspections including fire alarms, extinguishers, and fire suppression systems.
- Completed interior painting at all public schools.

Awards and Recognitions

We would like to offer our appreciation to the custodial and maintenance teams for their continued service in providing the Town and School District with safe, clean, and well-maintained facilities. The storm response teams have been diligent in snow removal, salting during ice storms and flood protection and water cleanup during extreme rain events. Your dedication does not go unnoticed.

INFORMATION TECHNOLOGY

Program Description

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:

- Town and School desktop and server hardware, networking, telecommunications, and

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- software infrastructure support;
- Town and School administrative applications, implementation, and support; and
- School Academic applications implementation and support.

The Information Technology (IT) Department is responsible for supporting, implementing, and upgrading over 1,200 personal computers, 150 Cellular PDA's, over 200 printers, 5,500 Tablets, and 25 resident and hosted servers, across Town and School Departments. 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. IT also manages a portfolio of applications including MUNIS ERP software, year-round educational initiatives, security and video, web mapping, online payment collections and numerous Town and School system integrations and websites.

Budget Statement

The operating budget would expand to cover increases in network bandwidth for APD body worn cameras, software subscription costs, cybersecurity enhancements (end point protection) and GIS platform improvements and maintenance.

FY2025 Objectives

- Upgrade Town wireless infrastructure to WiFi6.
- Strengthen cybersecurity stance with launch of end point protection and monitoring for staff and student devices.
- Continue cloud migration of services: migrate shared drives and personal drives to Share-Point.
- Support and contribute to APS Technology Plan under Teaching and Learning.
- Define unified payment platform with Treasurer.
- Unify Service Desk activities on one common platform across Town and District.

Major Accomplishments 2023

- Launched Online Applications and Permitting service for Inspectional Services, reducing paper and increasing efficiency and transparency for the community.
- Upgraded MUNIS Cashiering and cash reconciliation process with Treasurer.
- Reviewed GIS infrastructure and tools in conjunction with DPW and set goals for replacement.
- Upgraded MUNIS to version 2021 in November 2023.

- Updated multiple Tyler forms for the Treasurer's Office to streamline workflows.
- Completed all networking for AHS Phase II.
- Completed all networking for Building A & E Grove Street campus.
- Mapped out network needs for Buildings B, C and D Grove Street campus.
- Supported the relocation of DPW from 23 Maple to 51 Grove Street by providing assistance and equipment.
- Streamlined and launched Google Power-School Student Information System integrations for student accounts.
- Migrated all Town staff to Microsoft Office 365. Multifactor authentication included in final roll out to prevent phishing and other security threats.
- Decommissioned and virtualized three Town servers to optimize our resources and performance.
- Managed and streamlined the process of scheduling parent-teacher conferences with implementation of an online booking system.
- Support of Town Meeting May through May 2023. Support of Special Town meeting in October 2023.
- Developed new time keeping schema and audio/visual pilot for Spring Town Meeting
- Migration of MUNIS to cloud-based offering. This included multi factor authentication for all users for increased security.
- Unified Service Desk staff across Town and District into cohesive team.
- Onboarded new Service Desk Manager.
- Implemented new APS Staff Password Policy for increased security and privacy.
- Completed device inventory across town and district to support formalizing hardware refresh cycle.
- Rolled out of ChatGPT with Digital Learning team for APS educators and all staff.
- Consolidated District Inet circuit at data center (dual circuits).
- Replaced legacy copper lines with Zetron Ethernet network for APD and AFD Dispatch.
- Migrated Filewave device maintenance suite to cloud.
- Upgraded District firewall to Watchguard Total Security suite.
- Implemented DMARC/DKIM protocol for domain verification for all staff email to reduce incidents of phishing.
- Upgraded VMWare infrastructure upgrade to version 8 (hardware and software).
- Serve as member of APS Tech Team in collaboration with APS Welcome Center,

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Performance/Workload Indicators - IT ServiceDesk Tickets by Category				
Ticket Categories	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Hardware	3,405	3,550	3,207	2,804
Software	2,639	2,550	2,524	1,568
New User Setup/Account Management	1,262	1,200	2,988	3,576
Project Related Changes			100	96
Student Information System	1,369	1,200	1,141	1,833
District Website	1,446	1,400	664	508
Registration Support			322	378
Asset Management	3,818	3,750	2,450	2,140
Change Management	220	200	107	240
Digital Learning Team			35	84
Servers/Network	130	120	7	112
School Door/Video Security	75	150	65	120
Service Request			7	44
Remote Management			2	28
Other			66	44
Total	14,364	14,120	13,685	13,575

Registration, and Data Services.

- Supported Arlington Police Department with their body-worn cameras pilot, for increased accountability and transparency.
- Supported relocation of APS teachers and administrators to new AHS building with both assistance and equipment.
- Launched APS Parent Teacher conference system for Fall 2023 and Winter 2024.
- Supported Digital Learning in certifying 3rd party applications in Google Workspace.
- Demoed new online engagement platforms for DEIJ, Public Information Officer (Town Website), Town Clerk and Community Development.
- Supported relocation of Menotomy Preschool and AHS Daycare to new AHS building with both assistance and equipment.
- Planned relocation of Recreation Department for Spring 2024.
- Supported Town Clerk in application for CPA funding to digitize paper based vital records.
- Drafted Data Center Operations Handbook for Grove Street campus.
- Partnered with Comptroller's Office to reconfigured all roles and permissions in MUNIS to further delineate segregation of duties.
- Launched new Chart of Account with Comptrollers in January 2024.
- Consulting with new Hybrid Meeting Committee through Spring 2024 .
- Co-leading Superintendent's Strategic Working Groups 3.2 and 4.1.
- Piloting automation of Lightspeed classroom

rostering with Digital Learning Team (OMS, Gibbs and Dallin.

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 municipal corporation, the Town of Arlington is constantly involved in the development and refinement 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 in-

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struments 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 also 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.

In addition, 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 appears regularly in the District, Superior, and Appellate Courts of the Commonwealth, the Federal Courts, and administrative legal bodies for hearings on motions, including many significant dispositive motions, as well as many successful hearings. The Department stands ready to try cases as necessary or resolve matters by mediation and other forms of negotiation.

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.

- Continue to enhance support for general legal matters through the Deputy Town Counsel position to meet the needs of Town departments, officers and public bodies.
- 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 evaluation of future policies, especially with respect to emerging issues and persistent challenges to best leverage the Town's legal position.
- Update Legal Department online resources for employees and volunteers, including incorporating new state ethics training materials and records keeping, as well as addition of materials revised by the Town Clerk for swearing in committee and board members.
- Provide additional training opportunities for Town committees and commissions with a focus on training specific to committee and board officers, such as chairs and clerks, and provide resources for effective and efficient Town Meetings.
- Develop standard contract terms for all Town and School goods and services contracts to render smaller contracts more uniform, particularly for professional services.

Performance / Workload Indicators	FY2021	FY2022	FY2023	FY2024
Legal/Line-of-Duty	Actual	Actual	Actual	Estimated
MGL Chapter 84 Claims				
<i>Personal injury/property damage as a result of a claimed defect in a public way</i>				
Total	31	32	33	36
Claims closed	10	10	10	11
New claims	11	11	15	14
MGL Chapter 258 Claims- <i>Massachusetts Tort Claims Act</i>				
Total	11	7	23	27
Claims Closed	14	2	11	12
New claims	10	18	15	16
Fire - Injured on Duty Claims	4	4	10	6
Police - Injured on Duty Claims	3	3	5	5

HEALTH & HUMAN SERVICES

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Public Health
Prevent. Promote. Protect.

HEALTH & HUMAN SERVICES

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

- Health Department
 - Prevention Services
- Council on Aging
- Veterans Services
- Arlington Youth Counseling Center (AYCC)
- Diversity Equity and Inclusion

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

- Board of Health
- AYCC Advisory Board (previously, Board of Youth Services)
- Council on Aging
- Veterans Council
- Disability Commission
- Human Rights Commission
- Rainbow Commission

HHS is responsible for enhancing and promoting the health, safety, and wellbeing of Arlington community members. Through prevention, engagement, and inclusion, HHS protects and assists those who live, learn, work, play, and pray in Arlington. To accomplish the mission of HHS, 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 with carrying out the Department's mission.



First Annual Resource and Connections Fair.

BOARD OF HEALTH

The mission of Arlington's Board of Health is to protect the public health of the town 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 whom must be a physician, appointed by the Town Manager for three-year terms. The Board holds public meetings and conducts public hearings as necessary to evaluate data, establish regulations, and review health code violations. In 2023 the Board met on 9 occasions which included 15 hearings as well as various discussions and updates pertaining to public health issues in the community. Topics include, but are not limited to, violation and enforcement proceedings associated with tobacco sales to minors; the issuance of permits for Keeping of Hens, Body Art Practitioners, and Biotech Operations; the approval of variances from Arlington's Body Art Regulations and the Massachusetts Food Code Regulations; and the appointment of an agent of the Board of Health to assist with enforcement of Arlington's tobacco control regulations.

HEALTH DEPARTMENT

The Health Department is located at 27 Maple Street in the Arlington Community Center. The Department handles 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, two part-time Public Health Nurses, a part-time Sealer of Weights and Measures, and the Prevention Services Coordinator.

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Health Department booth at the Resource and Connections Fair.

Environmental Health

Included below are types of permits and inspections conducted by the environmental health division.

Permits Issued	2020	2021	2022	2023
Food	198	216	269	295
Tobacco	19	19	19	19
Waste Hauler	16	17	18	15
Funeral Director	7	7	7	7
Tanning Establishment	1	0	1	1
Public Pool	4	8	8	8
Public Beach	2	3	3	3
Ice Rink	0	0	0	0
Keeping of Hens	17	22	23	20
Camps	4	12	7	10
Body Art Establishment	1	3	3	3
Body Art Practitioner	2	9	7	7
Total	271	316	364	388

Inspection Type	2020	2021	2022	2023
Food Establishment & Temporary Food Event*	254	304	350	402
Tobacco Compliance Check	20	26	55	44
Housing	14	166	159	134
Demolition Inspection	7	35	23	13
Nuisance Inspection	124	97	238	372
Keeping of Hens	4	25	23	19
Bodywork Establishment	1	1	4	1
Total	424	654	852	985

*Temporary food event inspections include: Farmers' Market, Feast of the East, Town Day, and other community events throughout the year.

Type of Food Permits Issued	2020	2021	2022	2023
Food Establishment Permits	175	174	163	176
Mobile Food Permits	0	3	3	4
Residential Kitchen Permits	9	9	5	7
Farmers Market Permits	7	10	9	11
Temporary Event Food Permit	7	20	94	12

Additional Environmental Health Highlights from 2023

- Conducted 4 community sharps collection events.
- Hosted a community-wide forum to discuss environmentally friendly approaches to rodent control.
- Participated in a town-wide forum to discuss health concerns associated with artificial turf fields.
- Staffed educational booths at National Night Out and Town Day to raise awareness about vector borne diseases, sun safety, substance use prevention/treatment, and environmentally friendly pest control methods.
- Organized an interdepartmental Emergency Preparedness table top exercise in collaboration with the Local Emergency Planning Committee (LEPC) focusing on planning for the arrival of migrant families.
- Provided outreach, education, and enforcement to the community in response to bylaw changes associated with the use of gas-powered leaf blowers.
- Collaborated with the Town Manager's Office to implement a new policy prohibiting the use of Second Generation Rodenticides (SGAR's) on Town owned property.

Public Health Nursing

The Public Health Nursing (PHN) team works to promote a healthy community by protecting the public's health and well-being through education, prevention, and communicable disease surveillance and investigation. The PHN team consists of two part-time registered nurses. Their primary role is to monitor, investigate and follow-up on reports of communicable disease in Arlington. This process varies based on the type of disease and the way in which the disease may be spread, but typically involves reviewing individual cases, lab work, medical notes, and obtaining additional personal and demographic information. The investigation may also

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require the PHN team to interview close contacts of the patient and connect/consult with community health providers, primary care physicians, medical labs, hospital personnel, and state medical officials. Examples of these cases include TB, Covid-19, Measles, Monkey Pox, Foodborne Illnesses, etc. Other disease such Influenza, Lyme, and Hepatitis C may only require the PHN team to review the demographics and/or lab work, while also acknowledging that the case has been received by our community.

Communicable Disease Surveillance

In 2023 there were 1,107 cases of communicable disease reported to the Health Department. Of these diseases, 172 required a full investigation and 132 required review and acknowledgement from our PHN team. The additional 803 diseases are attributed to Covid-19 which were monitored, acknowledged, and investigated, as needed and in accordance with Massachusetts Department of Public Health (MDPH) prioritization guidelines, through our public health contact tracing collaborative grant with the cities of Somerville and Medford. High priority Covid-19 cases (such as outbreaks at long term facilities, school/childcare related cases, and other clusters) were directly reported to our nursing team for additional follow up as needed. In addition to communicable disease surveillance, Arlington participated in the Massachusetts Department of Public Health (MDPH) Respiratory Surveillance Pilot Program to increase access to testing for Flu, Covid-19 and RSV for residents of Long-Term Care and Assisted Living Facilities in town.

Vaccinations

In 2023 the PHN team vaccinated over 300 individuals against influenza. Vaccinations were provided at 5 different clinics (4 at senior housing buildings and 1 at the community center) in partnership with the Arlington Housing Authority and Arlington Council on Aging. The PHN team also coordinated vaccination planning meetings, the purchase of influenza vaccine, and the annual enrollment process for MDPH's vaccine program.

Emergency Preparedness

The PHN team attends regular meetings of the Public Health Emergency Preparedness (PHEP) Coalition to work collaboratively with our regional partners to meet the goals associated with the Centers for Disease Control and Prevention (CDC) and the MDPH Emergency Preparedness initiatives. In 2023, the PHN team worked closely with MDPH and Town officials to welcome newcomer families to Arlington. Over the course of several events, the PHN team assisted these families by conducting interviews, collecting medical information, reviewing medical records, assessing medical needs, coordinating transportation for medical

treatment, administering vaccinations, and assisting our community partners in connecting families to local services and enrolling them in Mass Health.

Opioid Settlement Funds

In 2023 the PHN team took a lead role in conducting an assessment of the substance use trends in Arlington. As part of this process, the PHN team attended state Opioid Task Force meeting, researched existing data sources, and facilitated key informant interviews among Town staff and community partners to gather information about substance use trends and services in Arlington. This data was then used to help assist with determining how Opioid Settlement Funds would be utilized in Arlington.

Community Education

The PHN team acts as a regular resource for residents with questions related to infectious disease, isolation and quarantine, immunization, chronic disease, and general health inquiries. Education is primarily offered on an individual basis through email or phone inquiries. However, the PHN team also partnered with Children's Hospital Boston and Massachusetts Poison Center to offer a Poison Prevention Presentation for parents of young children.

Sealer of Weights and Measures

The Sealer of Weights and Measures is responsible for enforcing federal, state, and local laws that set a standard for accuracy requirements for all commercial devices used in the weighing and or measuring of any item sold by weight, volume, measure, or count. In 2023 this position was largely vacant and the Department relied heavily on various other communities to assist with fulfilling the annual duties and/or complaints. The Department looks forward to working with our newly hired Sealer in 2024 to re-establish and revamp our Sealer of Weights Measures division.

Prevention Services

Prevention Services has had a busy year. A Prevention Services Manager was hired in May 2023. The Prevention Services Manager has been working on several initiatives including the distribution of the lifesaving overdose reversal medication naloxone (Narcan) to the community, community engaged planning for the expenditure of funds received from Opioid Settlements, youth prevention programming through a state funded MassCall3B grant, and data collection, and project management for recovery coaching services. The Prevention Services Manager became a part of the Bureau of Substance Addiction Services Community Naloxone Program in June, and since then has distributed 426 doses of naloxone to community members and Town employees and trained approximately 150 individuals in

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its administration. In June 2023 a survey was launched, and focus groups were held to collect input from people with lived experience on the use of funds received from Opioid Settlements. Based on this information as well as Town and state level data, the Prevention Services Manager was able to create a Year 1 budget for the use of these funds. Through collaboration with the cities of Somerville and Everett, and with the Town of Lexington, the Prevention Services Manager was able to draft a logic model and workplan for the use of funds to support youth substance use prevention. Additionally, a process has been developed for more granular data collection about the Town's recovery coaching program.

In 2023 the first annual International Overdose Awareness Day vigil was held at Calvary Church on August 31st. In 2024 the Prevention Services Manager hopes to continue to increase the availability of naloxone, implement the MassCall3 prevention workplan, continue to spend Opioid Settlement funding, and continue to develop data collection processes related to substance use and addiction.

COUNCIL ON AGING BOARD

The Council on Aging Board met monthly throughout 2023 on the 3rd Thursday of the month with Michael Quinn as Chair. The board worked through the spring season to help guide the Parking Permit Advocacy Volunteer Group through the appropriate processes, which lead to the program being approved by the Select Board as a pilot in June 2023. Other highlights of COA Board activities for the year included promoting the COA at Town Day, leading various programs for seniors at the Community Center, assisting with meal deliveries on Thanksgiving morning, coordinating AARP Tax Preparation volunteers, and/or assisting with the annual Warm Wishes program. 2023 programs initiated by Board Members included Sand/Salt Bucket Deliveries with the Boy Scouts, a 'Being Your Own Advocate' Presentation, and Spring Yard Clean Up assistance with the Rotary Club. Board Members also assisted with the end of year giving campaign for the Emergency Fund under the Health and Human Services Charitable Corporation.



Jazz Concert outside the Arlington Community Center.

COUNCIL ON AGING

The Council on Aging (COA), a Division of Health and Human Services, is a community based social services organization that supports residents age 60 and over in Arlington. The COA has 5 full-time staff and 10 part-time staff, along with over 300 volunteers.

2023 was a year of growth and record attendance in the newly renovated Arlington Community Center. Over 5,100 unique older adults participated in COA programs and services throughout the year. Programs realized over 40% growth in participation and additional classes were added through the year to accommodate the growing participation.

COA Highlights from 2023

Sponsored the first ever COA Parking Permit program, which was approved by the Select Board in June 2023 after a group of vibrant and energetic older adults advocated for support in the community. Over 120 residents supported the program at the select board meeting where the Pilot program was approved. The program allows Arlington Residents, age 65+ to apply for one parking sticker per address. The sticker allows for free parking at metered spots in Arlington, and in municipal parking lots, for up to 4 hours. It also allows for all-day parking along Maple Street and Academy Street during the hours the COA is open for programs. Over 1,400 COA Parking Stickers have been distributed to residents in the community since the program launched in September 2023. There is no charge to residents who participate in the program.

Expanded programmatic offerings for older adults, including various levels of fitness and mindfulness classes, Art Therapy classes, expanded cooking and nutrition education, a diverse list of support groups, Intergenerational programs such as Technology Help, various theater and acting classes, scrabble, Mahjongg, Cribbage, and other games, new affinity groups and plenty of time for dropping in to casually visit with neighbors in the café or drop-in room. Each month the Community Center also hosts themed luncheons and special events. Three days per week, lunches are served by Minuteman Senior Services, providing the social connection of a congregate meal.



COA Fitness Class in Community Room.

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Expanded programs for LGBTQIA+ older adults and friends. Monthly groups and special events were held throughout the year, including a community wide Sage Table event in November and special events for Pride Month in June. The COA also held “modern pronouns” in 2023 to educate the community.

Created a new support group for caregivers of people living with dementia and memory impairment, in accordance with our Age and Dementia Friendly Action Plan.

Managed a robust COA Transportation program, a crucial need for the Town, completing nearly 9,000 rides in 2023. In addition to running two fully accessible passenger vans in Town 5-days a week, the program also offers partnerships with Uber, Arlington Belmont Taxi for discounted taxi vouchers, a volunteer medical escort program for out-of-Town appointments, and transportation to Arlington EATS market. The COA also continues to run the Town-wide Sanborn Foundation transportation program, scheduling rides to cancer related appointments at no cost to the rider.

COA Social Workers provided over 4,000 one on-one direct appointments with Arlington seniors via home visits, office appointments, or phone consultation. Most of the assistance was focused on financial issues related to housing and aging in place.

Distributed \$18,000 to older adults in need through the Elderly and Disabled Tax Relief Fund, \$30,000 through the Senior Property Tax Work off program, \$4,500 through the Harry Barber Volunteer Program, \$8,000 through the Sevoyan Dental Assistance, \$39,000 through the newly created Emergency Relief Fund, \$25,000 in Emergency Heating Assistance and \$40,000 of financial assistance through other specific trusts and special programs.

Connected over 220 residents with volunteer SHINE Councilors for Medicare enrollment assistance and financial and/or legal assistance, continued as a certified SNAP outreach and application provider, conducting outreach, and assisting with applications for hundreds of neighbors. The COA also continued providing support to residents applying for LYHEAP Fuel Assistance with both new applications and renewals.

Delivered 125 turkey dinners to isolated older adults on Thanksgiving Day with the help of over 50 volunteers.

Distributed 75 holiday gift bags to homebound older adults through our 6th annual Warm Wishes program, with the assistance of COA volunteers and the Arlington Police Department.

Oversaw the Technology Loan Library Program, which connected 140 older adults to the virtual world by lending out devices such as Chromebooks and hot spots.

VETERANS' SERVICES

Veterans' Services, a division of Health and Human Services led by the Director of Veterans' Services, provides support and essential services to Arlington veterans and their dependents. As the local administrator of the Commonwealth's Executive Office of Veterans Services program, the Director of Veterans' Services delivers financial assistance to veterans who meet income and asset requirements, as required under Massachusetts General Laws, Chapter 115. The Veterans' Services Director also aids Arlington veterans with the preparation and submission of applications for various benefits, including benefits administered by the federal Department of Veterans Affairs (also called the Veterans Administration), the Commonwealth's Executive Office of Veterans Services, and a range of public or private organization offering benefits to veterans. In addition to providing direct support to veterans, the Veterans' Services Director also works closely with the Arlington Veterans Council and external partners to commemorate the sacrifices Arlington residents made in the military services of the United States of America and Commonwealth of Massachusetts. Finally, in collaboration with the Arlington Veterans Council, the Veterans' Services Director also develops and implements initiatives that advance the well-being of Arlington's veterans and their families, friends, and communities.



Veterans Services Director, Colonel Philip J. McGovern at the 2023 Veterans Day Ceremony at Arlington Fire Headquarters.

2023 Veteran Services Highlights

The past year was a time of transition for Arlington's Veterans Services Department, with the retirement of longtime Director Jeff Chunglo in June. The Town is immensely grateful to Jeff for his tireless service to benefit Arlington's veterans and the whole community. In November the Town hired Philip J. McGovern of Woburn as the new Director of Veterans Services. Arlington is also extraordinarily grateful to Laura Munsey of the Health and Human Services Department who, in addition to her own workload, maintained continuity by managing the Town's Veterans Services workload during several month's vacancy in the Director's position.

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The Town and its residents demonstrated their deep commitment to commemoration of the sacrifices Arlington residents have made in the military services through carefully planned ceremonies to observe Memorial Day in May and Veterans Day in November. Many organized groups and individual residents turned out to participate in-person and many others watched coverage of the observances at home on ACMi TV.

In December the Town selected Stantec Planning and Landscape Architecture, P.C. of Boston to perform the Design Phase of the Veterans Memorial Park Revitalization Project. At the same time the Veterans Services Department continued efforts to develop a comprehensive list of Arlington veterans for the new Honor Roll monument that will be a major feature of the revitalized park.

During the past year the federal Veterans Administration provided a total of \$4,857,122.52 to Arlington veterans, including compensation for service-connected disabilities, non-disability pensions, dependency and indemnity compensation, and death benefits.

Future Goals

The Veterans' Services Department will continue to work closely with the Veterans Council and community partners to:

- Plan, prepare for, and implement Arlington's annual commemorations of military service and sacrifice. Memorial Day planning will occur in February and March with preparatory activities in April and May, and implementation during the Memorial Day period of May. Similarly, Veterans Day planning will occur in August and September with preparatory activities in October, and implementation during the Veterans Day period of November.
- Conceive, develop, plan, and implement initiatives that advance the well-being of Arlington's veterans and their families, friends, and communities.
- The Veterans Department and Veterans Council will work closely and openly with Town leadership, Stantec Planning and Landscape Architecture, P.C., the Arlington Public Memorial Committee, other Town departments, Veterans Memorial Park neighbors, and Arlington's residents throughout Phase I of the Veterans Memorial Park Revitalization Project, when Stantec will perform the detailed design of the project. At the same time the Veterans Department will continue to develop a comprehensive list of Arlington veterans for the new Honor Roll monument that will be a major feature of the revitalized park and work closely with Town leadership to identify and pursue funding

sources for eventual construction of the revitalized park.

- The Veterans Department will continue to engage the community and assist our veterans. This will include continued efforts to increase public awareness of recent legislative expansion of benefits to veterans of all eras. In addition, the department will assess current needs and existing programs to identify opportunities for future policy, regulatory, or legislative changes required to continue advancing the well-being of Arlington's veterans.



ARLINGTON YOUTH COUNSELING CENTER (AYCC)

The Arlington Youth Counseling Center (AYCC) is a state-licensed, community-based mental health center 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. Central to its mission, AYCC is committed to ensuring that all community youth and families have access to comprehensive, culturally sensitive, and high-quality mental health care, regardless of their ability to pay. In addition to mental health services, AYCC oversees First Step, a support group for people who have experienced domestic violence and offers community resource coordination and case management services to Arlington residents experiencing unmet basic needs.

2023 AYCC Highlights

- Provided mental health services to a total of 425 children, teens, and adult caregivers, a 15% increase over 2022. 135 clients of those clients were new to AYCC in 2023. Roughly 30% of AYCC clients were enrolled in a public insurance plan or received income-based grant funding from AYCC.
- Conducted a total of 9,932 sessions (including psychotherapy, psychiatric evaluation, and medication treatment), as well as 41 group sessions. 2,809 of all sessions were conducted via telehealth. Annual sessions were up from 8,048 in 2022.

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- Provided an additional 612 hours of clinical consultation and care coordination to AYCC families.
- Provided 1,324 counseling sessions to 99 Arlington Public School students, including students in Arlington's METCO program, through AYCC's school-based Project Success program.
- Hired two new full-time clinicians and one part-time clinician to address the growing AYCC waitlist of community youth and families seeking mental health services at AYCC.
- Conducted three school-based and two clinic-based therapeutic groups for Arlington children and adolescents. Group topics included: music therapy, art therapy, social emotional skills, and coping strategies skills.
- Trained 18 AYCC clinicians on Solution Focused Therapy (short-term therapy) and provided short-term therapy to 30 waitlisted families over the summer.
- Collaborated with Robbins Library and the Rainbow Commission to provide supervision and support to middle school and high school attendees of the annual Pride Prom.
- Engaged over 75 Arlington residents in case management services to assess unmet basic needs and facilitate access to local and statewide resources and assistance programs. Additionally, provided resource coordination and support to 16 migrant families sheltering in Arlington.
- Participated in the Town's first annual Community Resource and Connections Fair, organized by AYCC's Community Resource Specialist, in partnership with DEI's Community Outreach and Engagement Coordinator.
- Coordinated the Holiday Help fundraising campaign and assistance program. Through the generous support of community members, civic groups, churches, schools and local businesses, Holiday Help raised nearly \$30,000, which assisted 192 families in purchasing gifts for 330 children during the holiday season.
- Collaborated with the Board of Youth Services (now, the AYCC Advisory Board) to rename and update the Board's charter vote to better reflect the role and work of board members, and to provide additional flexibility in the board composition.
- Collaborated with the AYCC Advisory Board on a successful year-end fundraising appeal. Through the generous support of community members and local businesses, AYCC and the BYS raised over \$35,000 to support youth mental health services at

AYCC.

- Partnered with the Arlington Health and Human Services Charitable Corporation to establish a Migrant Families Relief Fund to support the essential needs of migrant families who had recently arrived in Massachusetts and were being sheltered in Arlington. Through an end of year appeal, AYCC/HHS raised over \$11,000 in relief funding, and received a \$10,000 Clinton Family Fund grant, to support identified existing needs and future housing needs for sheltered migrant families in Arlington.



AYCC Staff Meeting and Holiday Cookie Swap.

DIVERSITY, EQUITY & INCLUSION

The Diversity, Equity & Inclusion (DEI) Division of Health and Human Services (HHS) is responsible for leading the racial equity initiatives laid out by the Town. The DEI Division responds to questions, concerns, and complaints that pertain to ADA compliance, and cooperates with other departments to ensure the ADA Self-Evaluation Transition and Implementation Plan is being used and considered as projects across Town develop. The DEI Division collaborates with departments, boards, and commissions, community organizations, and faith communities across the Town to build supportive partnerships and strategize for increased community engagement to advance equity goals. The DEI Division manages and coordinates the work of the Human Rights Commission, LGBTQIA+ Rainbow Commission, and Disability Commission, including planning and executing programming and managing budgets.

DEI Training, Education and Organizational Structure

- Completed the Community Equity Audit, which began in 2022 with Opportunity Consulting, and hosted a public presentation of the findings and recommendations.
- Completed the Racial Equity and DEI work-

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shops with Strategy Matters and incorporated the learnings and goals into the Equity Audit implementation planning.

- Co-created implementation steps based on outcomes and recommendations of the Community Equity Audit, to advance equity across all facets of the Town in different phases.
- Continued partnership with the Director of Diversity, Equity, Inclusion, Justice and Belonging (DEIJB) and the Superintendent of the Arlington Public Schools to align Town and School District DEI initiatives.
- Partnered with the Arlington Public Schools Director of DEIJB and Arlington Police Chief Flaherty to conduct a story exchange with officers and students of color, with the intention of building relationships and empathy.
- Attended the 2023 NAACP National Convention in Boston and the International Association for Public Participation (IAP2) in Seattle.
- Participated in the Interfaith Security Summit, hosted by the FBI Boston, Massachusetts State Police, and Combined Jewish Philanthropies, with members of APD.
- Participated and completed GARE/REMAP program, which included monthly in-person peer learning session with other municipal leaders and racial equity experts and facilitators.
- Presented at the NAPA Conference on Social Equity Leadership in Kansas City, MO, highlighting the DEI work and initiatives the Town has pursued and its role in establishing the MA DEI Coalition.

DEI Programs and Projects

- Partnered with the Martin Luther King Jr. Birthday Observance Committee to put on the 35th annual celebration, which returned as an in-person program at the Town Hall Auditorium.
- Coordinated and supported Arlington Human Rights Commission Black History Month programming and annual banner project, in partnership with the Commission for Arts and Culture (ACAC) and the Black Joy Project hosted an artist talk featuring the youth winners of the banner project and a Black-Owned Business Pop-Up.
- Held first annual town-wide Lunar New Year celebration at Town Hall, in partnership with the Council on Aging, Human Rights Commission, Enhance Asian Community on Health (EACH), Ottoson Middle School Mandarin class, and the Arlington High

School Asian American Coalition (AHSAAAC). The event attracted close to 300 people and forged sustainable partnerships with the Town's largest minority group.



Lunar New Year celebration at Arlington Town Hall.

- Coordinated the first Resources and Connections Fair in partnership with the Human Service Network which brought local organizations and Town departments to Town Hall to showcase service offerings and programs in Arlington.
- Worked with the Arlington Historical Society to ensure representative voices and input were incorporated into the planning of the monument to be placed in the Old Burying Ground to commemorate Menotomy's Enslaved and Persons of Color who were buried there.
- Participated in Monument Dedication Ceremony, and held Juneteenth Celebration, with food, musical performances, and poetry.
- Participated in Municipal Immigrant Support Network (MISN) and continued to advance strategies and communications with neighboring municipalities, community organizations, APS, and Town entities to respond to increasing newcomer population.
- Continued participation in two-year Language Access Pilot Project, which consists of researching best practices in language accessibility and translation, attending language roundtables with other municipalities and professionals, and learning how to creatively provide resources and services to the community.
- Provided leadership to the MA Municipal DEI Coalition, which was established in early 2021 to connect DEI municipal leaders across the state to share challenges and best practices.
- Collaborated with ACAC and the Black Joy Project, providing monthly gatherings and workshops, and held culminating event: INSPIRED, an art exhibit and celebration of Black Joy.

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Departmental Support

- Supported the Department of Planning and Community Development (DPCD) by leading engagement work for the MBTA Community Zoning Project, and by providing guidance to the Electrify Arlington project, Cooke's Hollow project, Master Planning project, and Economic Development projects.
- Reviewed designs of Cooke's Hollow to include accessible pathways and seating.
- Provided guidance to Arlington Libraries on community engagement for Fox Library feasibility study, coordinated language access partners in Town, and co-hosted public input meetings to address accessibility issues in future Fox renovation.
- Met with each Town department to process the recommendations of the Equity Audit and discuss long-term department level equity goals.
- Supported the Clerk's Office in exploring changes to practices in demographic data collection, and voting.
- Worked with the Human Resources Department to provide case-by case training and responses to challenges employees may encounter and reviewed language of updated job descriptions.
- Collaborated with the Parks and Recreation Department to ensure playground accessibility in renovations at Robbins Farm Park, Parallel Park, and Menotomy Rocks Park.

Goals Moving Forward

- Provide, improve, and build up educational programming and opportunities for employees and community members, including additional training and workshops.
- Continue alignment of DEI programming and equity initiatives with the DEIJB Director for Arlington Public Schools, including increased programming for multicultural holidays.
- Establish outreach and communication initiatives to improve access and expand community engagement and develop Community Engagement Guidelines for the Town.
- Implement phase 1 of Language Access plan which includes expanding our resources such as Lexikeet and translator tools, providing additional support for employees, strengthening immigrant & refugee support, and hosting cultural celebrations.
- Support DPCD by assisting with engagement strategies regarding the Master Plan and the MVP 2.0 plan, amongst other needs.
- Oversee the Municipal Equality Index (MEI)

Working Group in addressing areas in need of change, specifically improvements to the Town's laws, policies, and services affecting the LGBTQIA+ community.

- Continue to provide support to Human Rights, Disability and LGBTQIA+ Rainbow Commissions.
- Revitalize Community Conversation series to be collaborative with multiple departments and community stakeholders.
- Advance the Black Joy Project into the next phase, in which community members take on leadership and organizing programs, with support from staff.
- Formalize and continue participation in the MA DEI Coalition and contribute to the creation of the MA Municipal Guide 2.0.

ARLINGTON HUMAN RIGHTS COMMISSION

The mission of the AHRC is to work individually and collaboratively with various groups in the community to celebrate the ever-changing tapestry of our Town and to emphasize, through educational and social outreach, the danger of intolerance at every level. The School Committee, Town Moderator, and Town Manager, with approval by the Select Board, have appointing authority for thirteen members of the Commission.

The Commission continued to address human rights issues challenging those who live, work, pass through, and visit Arlington. 2023 was another year of changes that required the community and the Commission to adapt alike. The AHRC piloted and adopted hybrid meetings combining in-person and virtual participation. The Commission sponsored and held 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 the 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.

The AHRC held regular monthly meetings throughout 2023, with Working Groups meeting monthly or as appropriate, based on need. The Commission has converted to a co-chair system in which one co-chair serves on a calendar-year basis and the other serves on a fiscal-year basis. This ensures that the two co-chairs do not change at the same time. Christine Carney continued as co-chair from 2022 through all of 2023. Drake Pusey was elected in June to serve from July 2023 to June 2024.

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Discussions about diversity, racial equity, and inclusion continued within the Town. Heightened awareness of racial and religious persecution domestically and internationally allowed for further reflection by the community on these issues within our Town. Anti-Semitism has become a leading cause of incidents in Arlington. To address incidents of racism, homophobia, religious persecution, and other human rights violations in the Town of Arlington, the AHRC focused on the education and social awareness of the community. The AHRC promoted conversation and action by addressing individual incidents of human rights violations, fostering debate about critical human rights issues in Arlington through sponsored programs, and fostering community activities to make Arlington a more welcoming and inclusive town.

As in previous years, Working Groups focused on specific issues and often included community volunteers. Schools and Education, Events, and Outreach met monthly and reported to the full Commission at regular meetings to ensure transparency. Other Working Groups focused on digital communications and explored housing issues.

Additional 2023 AHRC Highlights

- The AHRC continued to offer the public a forum during each monthly meeting to allow community members to address the Commission on matters relating to equality and fairness. Throughout the year, several community members took advantage of this opportunity.
- Commissioners attended the Arlington Farmers' Market throughout July to increase community engagement with the AHRC.
- Engaged with the community via social media. Facebook stats include 104 posts, 1,022 followers, 75 new followers in 2023, 942 likes, and a total reach of 7,011 people. The AHRC Instagram account currently has 462 followers, an increase of 100 from 2022. AHRC continues to maintain a YouTube page to post recorded events. Due to concerns regarding the level of toxicity on the Twitter (X) platform, the AHRC retired its account.
- Commissioners participated in the Massachusetts Association of Human Rights Commission (MAHRC) meetings and the APS Superintendent's Diversity Advisory Committee.
- Co-sponsored the Town's Annual Martin Luther King, Jr. Birthday Celebration and worked collaboratively to support its efforts. Co-sponsored additional events with the Arlington LGBTQIA+ Rainbow Commission, APS LGBTQIA+ Rainbow Task Force, Network for Social Justice, Cyrus Dallin Art Museum, Robbins Library, Belmont Celebrates Indigenous Peoples Day, Arlington Chapter of Moms Demand Action to End Gun Violence, and the Arlington Historical Society.
- In celebration of Black History Month, expanded our collection of banners along Mass Ave highlighting Black Entrepreneurs, and supported the Artist Talk and Black-Owned Business Pop-Up.
- Issued three formal AHRC Statements: one on the Police Killing of Sayed Faisal in Cambridge, the second endorsing Raise the Age, and the third on the Violence in Israel and Gaza.
- Promoted events and engagement opportunities in the news section of AHRC website, including the 35th Annual Martin Luther King Jr. Birthday Observance, Lunar New Year Celebration, winners of the Black History Month Banner Contest, and a call for nominees for Arlington Civilian Police Advisory Commission (ACPAC).
- Composed and sent regular emails to AHRC subscriber list, including emails on bullying, America's ranking on global human rights, Hispanic Heritage Month, Banned books, Indigenous People's Day, and Hispanic Stories in Arlington, the Commission's first bilingual communication.
- Received 26 incident reports from the Arlington Police Department related to human rights violations occurring in Arlington. Received 9 incident reports via the website intake form, 4 inquiries via the website intake form, 2 school-related incidents reported to individual commissioners, and 1 incident reported on social media. Incidents were reported by residents, schools, and the APD, as follows: 2 Anti-Transgender, 12 Racist (Anti-Black, Anti-Asian, Anti-Hispanic), 1 Anti-Immigrant, 9 Anti-Semitic, 7 Homophobic, and several reports of stolen or destruction of social justice-themed lawn signs.
- 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 includes the APS, AHRC, and APD and sets forward Guidelines for Responding to Hate Incidents in the Arlington Public Schools.

The Commission generally meets every third

HEALTH & HUMAN SERVICES

Wednesday of the month at 8:00 pm. Visit www.arlingtonhumanrights.org/ to stay updated on the work of the Commission, or contact the co-chairs at ahrc@town.arlington.ma.us.

COMMISSION ON DISABILITY

The Arlington Disability Commission (ADC) continued to provide information, guidance, and technical assistance to Town officials, residents, organizations, and others to ensure that people with disabilities have equal access to Town facilities, services, and programs.

The Commission continues to strengthen connections with other boards, commissions, and community groups, both within Arlington and in neighboring communities. Commission representatives join the two other DEI Commissions (Human Rights and LGBTQIA+ Rainbow) on a monthly basis to share updates and seek out opportunities for collaboration. There is Commission representation at the monthly meetings organized by the Commissions on Disability Alliance (CODA), which have been a valuable source of information on how surrounding towns and cities are serving residents with disabilities. Throughout the year, commissioners have participated in several trainings and events organized by the Massachusetts Office on Disability (MOD).

In March the Commission nominated resident Kari Sasportas to the Arlington Civilian Police Advisory Commission (ACPAC) as the ADC's representative. Arlington Town Meeting voted to establish the ACPAC to provide an opportunity for increased understanding and trust between the community and the Arlington Police Department (APD), assist members of the public as a resource in the event they have complaints, concerns, or commendations about policing in Arlington or specific police personnel, and to provide APD and Town management with a public forum for feedback about police personnel, policies, procedures, and data.

In June the Commission purchased two floating beach wheelchairs to be used at the Arlington Reservoir. After the Reservoir renovation project was completed, the beach area was made accessible with the installation of a mobi mat that allows wheelchairs access across the sand beach and into the water. With the inclusion of these beach wheelchairs, the swimming area is now fully accessible for residents of all ages.

The Town, with support from the Commission, continues to make good progress towards implementing necessary changes identified in the Self-Evaluation and Transition Plan (released in 2020) to make public buildings and spaces ADA-compliant. Notable examples that were completed in 2023 are: the Flagpole Plaza outside Town Hall and Whittemore Park. With advocacy from the Commission, Robbins Farm Park will be the Town's first playground implementing 100% Universal Design

principles. In partnership with the Department of Public Works, the Commission also submitted an application to continue the curb cut ramps program using Community Development Block Grants (CDBG) funds, which was approved.

Paul Parravano, an esteemed member of the Commission sadly passed away on December 9, 2023 from a battle with pancreatic cancer. Paul brought significant insight to the Commission and was a strong advocate of disability rights and accessibility in both Arlington and Cambridge. The Commission will honor Paul's legacy by continuing to call for accessibility improvements in the Town and uplift the concerns that need to be addressed for community members with disabilities.



Floating beach wheelchair for resident use at the Reservoir.

Additional Disability Commission 2023 Highlights

- Worked with the Town Clerk to advertise accessible voting options ahead of November's Special Election including voting my mail, voting online, and accessible in person voting. Continued to monitor voting accessibility issues.
- Awarded \$180,000 grant from the Massachusetts Office on Disability to build covered protected adaptive tricycle storage next to Ed Burns Arena.
- Participated in the Resources & Connection Fair held at Town Hall in April. This event gave residents the opportunity to connect with local organizations for resources in food scarcity, employment, housing assistance, childhood education, mental health support, and disability services.
- Partnered with Arlington Public Libraries on Arlington Reads Together, selecting as featured guest speaker Judy Heumann, *disability rights activist and author of Being Heumann: An Unrepentant Memoir of Disability Rights*. Two commissioners, Paul Raia and Ileana Gatica, spoke on a panel about their experiences living in Arlington.

HEALTH & HUMAN SERVICES

- Co-sponsored two performances of True Story Theater which highlighted stories about living with disabilities.
- Launched a monthly newsletter covering disability related news, events, and programs in Arlington.

The Commission will continue to advocate for 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.

LGBTQIA+ RAINBOW COMMISSION

The LGBTQIA+ Rainbow Commission was established by Town Meeting in 2017 with a mission to promote equality-affirming policies regarding the full spectrum of sexual orientations and gender identities, and to bring greater visibility and empowerment to the LGBTQIA+ population through education, advocacy, and collaboration with other Town agencies, schools, and community groups.

During 2023 the LGBTQIA+ Rainbow Commission fulfilled its mission in the following ways:

Events, Organization and Participation

- Co-hosted several LGBTQIA+ Community Conversations with the Arlington Public Schools' Rainbow Task Force. These conversations covered topics including the role of libraries in making LGBTQIA+ themed books and resources available to students and families and making health and wellness curricula inclusive of all genders.
- Participated, with their families, in the annual Arlington Heights Window Painting. The Commission sponsored windows painted by QSA, GSA, and Rainbow Alliance student groups from Pierce Elementary School, the Gibbs and Ottoson Middle Schools, and Arlington High School, in addition to its own window.
- Organized three rainbow crosswalk paintings for Pride Month, in Arlington Center at the intersection of Mystic Ave. and Massachusetts Ave.; in Arlington Heights at the intersection of Park Ave. and Massachusetts Ave.; and in East Arlington at the intersection of Lake Street and Massachusetts Ave.
- Hosted Pride Festival at Whittemore Park, Corner of Mass Ave & Mystic St in Arlington Center. Despite inclement weather, over 200 people attended, including members of the

Select Board, School Committee, Arlington Police Department, Diversity, Equity, and Inclusion Division, Council on Aging, and numerous other Town entities.



One of three rainbow crosswalk paintings, this one at Lake Street and Mass Ave. in East Arlington.

- Hosted an LGBTQIA+ Community Picnic at Robbins Park, for community members to gather and connect.
- Co-sponsored a candlelight vigil on November 20th in honor of Transgender Day of Resilience on the lawn at First Parish Unitarian Universalist of Arlington. First Parish Minister Rev. Erica Richmond offered remarks honoring the lives of transgender and gender diverse individuals who have been lost to bias-related violence. Rainbow Commissioners Kym Goldsmith and Fiona Perry called on community members to honor those lost to violence by taking action to support Arlington and Greater Boston's richly diverse transgender and gender diverse community.
- Co-sponsored a number of additional community events including: LGBTQ Seniors and Friends + weekly virtual meetings; Robbins Library Queer Book Group; Robbins Library screenings of Reel Queer films; Arlington High School's GSA t-shirt sale fundraiser for GLAAD; and SAGE Table Intergenerational Dinner of LGBTQIA+ people and allies, organized by and co-hosted with Arlington's Council on Aging.

Collaborations with Arlington Town Government and Commissions

- Worked closely with Arlington Rainbow Task Force to advocate for LGBTQIA+ inclusion in school curricula, data, and professional development and to support school commu-

nity equity work.

- Continued conversations with Arlington Police Chief Julie Flaherty and members of her command staff about issues related to policing and the LGBTQIA+ community. Chief Flaherty and her command staff attended the November 20 Transgender Day of Resilience in a public display of support for the town's transgender and gender expansive residents.
- Supported Arlington DEI Division efforts to participate in the Human Rights Campaign's Municipal Equality Index for which Arlington has earned a score of 100 in 2020, 2021, 2022, and 2023.



Advocacy & Social Justice

- Drafted the annual Pride Proclamation from the Select Board.
- Responded to community member challenges to gender inclusive curriculum by alerting community members of the threat and organized a strong community response to a scheduled School Committee hearing on the challenge. When the challenge was withdrawn, the Rainbow Commission re-directed community members intent on attending the hearing to a community gathering at First Parish to celebrate inclusivity in civic affairs.

The commission generally meets on the third Thursday of the month at 6:30 pm in person, at the Arlington Community Center, and via Zoom for those who wish to attend virtually. All meetings are open to the public and the commission encourages community members and representatives from other Town committees and commissions to attend. For more information, see www.rainbowarlington.org/ or email rainbow@town.arlington.ma.us.

RECREATION

RECREATION DEPARTMENT

Arlington's Recreation Department offered hundreds of programs and facilities rentals for Arlington residents in 2023. 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 four years.

Ed Burns Arena	FY2020	FY2021	FY2022	FY2023
Ice Rental Hours	1,379	1,293	1,670	1580
Public Skate - Adult	3,858	479	3,117	4,514
Public Skate - Child/Senior	6,434	714	6,660	10,236
Skate Rentals	3,202	988	2,963	3,874
Skate Sharpening	146	92	95	95
Stick and Puck	1,121	417	790	790

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 four years.

Season	FY2020	FY2021	FY2022	FY2023
Summer	2,214	4,781	5,841	6,732
Fall	1,204	2,088	4,330	3,843
Winter	1,745	1,571	2,470	3,356
Spring	0	2,121	4,202	4,441
Kids Care Memberships	163	124	128	144
Total	5,326	10,685	16,970	18,516

Overall, the participation numbers in recreational programs has fluctuated over the last few years with sharp growth in FY2022 and FY2023.

The access to a primary recreational program space has the biggest potential impact on the Department's ability to increase programming. 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. The Department will be moving to the old Parmenter School which will greatly assist the communities programming needs.

With the opening of the renovated Reservoir Beach in FY2022 we saw a large increase in season passes and beach attendance. The chart below represents the number of annual beach goers through the FY2023 season.

Reservoir	FY2020	FY2021	FY2022	FY2023
Adult Resident	142	48	165	116
Child Resident	126	62	120	73
Senior Citizen	42	86	99	86
Resident Family	178	288	321	310
Total Tags Sold	485	484	754	585
Total Daily Passes	17,590	4,611	11,952	12,763

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 of field space. The Department will continue to work with the Park Commission, various user groups, friends groups, and residents to seek solutions for these challenges.

RECREATION

PARK AND RECREATION COMMISSION

Arlington Recreation continues to manage the capital improvement projects for the Park and Recreation Commission. Projects in 2023 consisted of:

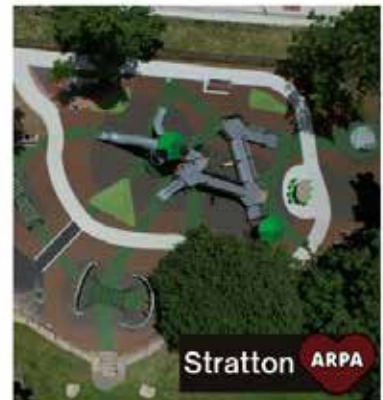
- Hurd Field
- Parmenter Playground
- Spy Pond Playground
- Bishop School Playground*
- Stratton School Playground*
- Peirce School Playground*
- Hills Hill Mountain Biking Design
- Robbins Farm Playground*
- Athletic Court Needs Assessment
- Parallel Park Design
- Menotomy Rocks Park Picnic and Play Area Design
- Repairs and upgrades to our playgrounds based on annual playground safety inspections.

Projects marked with an asterisk denotes they are funded by the federal American Rescue Plan Act (ARPA). Without this funding the Town would not have been able to renovate these playgrounds.

2024 Goals

The Department will continue to offer its state licensed afterschool and preschool programs and look to expand programs at our new home at the old Parmenter School. The Department will also be implementing a number of recommendations from Tufts University School of Occupational Therapy for inclusion-based programming.

The Department has a number of projects scheduled for 2024 including the completion of Robbins Farm Playground, Parallel Playground, Menotomy Rocks Park Picnic Area and Play Area, and continued playground upgrades.



ARLINGTON PUBLIC SCHOOLS

Arlington Public Schools continue to offer an excellent and equitable education to all of Arlington's brilliant young minds. In 2023 Arlington Public Schools proudly began implementation of its innovative and ambitious 5-year Strategic Plan and welcomed Arlington High School Students into Phase 2 of the New Arlington High School.

APS Vision and Overarching Goals

Arlington Public Schools has high expectations for all students and offers diverse programming that allows students to pursue their passions and interests. The following vision, mission, and strategic priorities inform decision-making and initiatives across APS.

Vision

The vision of Arlington Public Schools is to be an equitable educational community where all learners feel a sense of belonging, experience growth and joy, and are empowered to shape their own futures and contribute to a better world.

Mission

Arlington Public Schools focuses on the whole child to create inclusive and innovative learning opportunities for all students, values diverse identities and ways of learning, prepares all staff to maintain high expectations while providing necessary supports, and sustains collaborative partnerships with families and the community.

Strategic Priority #1: Ensuring Equity and Excellence

Arlington Public Schools will ensure equity, excellence, and access to rigorous learning experiences for all students. All graduates will be prepared to achieve their choices of post-secondary education, career, and community contribution.

Strategic Priority #2: Valuing All Staff

Arlington Public Schools will recruit and retain an excellent and diverse workforce by creating a collaborative and supportive culture for all staff; providing high-quality and relevant professional development; expanding opportunities for leadership and shared decision-making; and prioritizing representation, diverse perspectives, and expertise.

Strategic Priority #3: Improving Infrastructure, Operations, and Sustainability

Arlington Public Schools will maintain a system of schools that is safe, well-maintained, sustainable, and fiscally responsible, with the appropriate tools and resources to support best educational practices and an optimum teaching and learning environment.

Strategic Priority #4: Sustaining Collaborative Partnerships

Arlington Public Schools will partner collaboratively with families in meeting the educational needs of all students; facilitate consistent two-way communication; and provide timely, transparent, relevant, and accessible information to all stakeholders.

APS 2023 Accomplishments

2023 has been an exciting and productive year in Arlington's schools. What follows are a few of the major accomplishments of APS from 2023.

Excellent and Equitable Education for All Students

APS is proud to serve an increasingly diverse student and family population who are dedicated to continuous improvement of our schools, particularly when it comes to ensuring academic opportunity for all students.

Arlington Public Schools has a track record of high achievement over time that demonstrates the impact of Arlington's commitment to academic excellence. APS celebrated many academic successes over the past year:

- The District celebrated outstanding achievement in 2023's accountability report, meeting and exceeding targets set by the state across measures including performance in literacy, math, and science; school attendance; advance coursework participation; and other measures.
- The District expanded academic supports at all schools, including additional librarians at the elementary level, additional specialists and classroom teachers at the middle level, and additional programming at the high school level to support the move into new facilities.
- With support from the Arlington Education Foundation, the district has expanded leadership and participation opportunities with families, staff, and students, through implementation of Strategic Plan Working Groups and Instructional Leadership Teams at all schools.

The District's focus over the past several years has been on ensuring adequate services to meet the learning needs of all students following the COVID-19 pandemic, including needs related to student mental health. In FY24 the District added service providers and classroom teachers to address these needs, as well as additional classroom and support staff. In FY25 the District will focus on anticipating growing enrollments at the Gibbs, Ottoson, and AHS, as well as staff to support the new programming spaces in the new high

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school. Though enrollments are expected to level off in the years to come, APS anticipates continued growth over the next few years and will continue to allocate resources to accommodate growing enrollments and implementation of the Strategic Plan.

Implementation of the Strategic Plan, in Partnership with the Community

In 2022 the District engaged in comprehensive planning and audit processes with members of the community, in an effort to co-create plans for the future of Arlington Public Schools in partnership with community members. In 2023 Strategic Plan Working Groups were designed and launched; these 8 groups focus on one or two initiatives, and will be responsible for the ongoing implementation of the strategic plan. Working Groups include APS staff, families, administrators, and students in the development of action plans to continuously learn from and develop initiatives across the district. APS is grateful to the Arlington Education Foundation for funding strategic planning efforts as part of a District Improvement Grant in 2023.

Opening of APS Family Welcome Center

Also in 2023, APS opened its first Family Welcome Center, which has been a planned addition to the district as part of the new Arlington High School building project. The District has awaited the opportunity to develop a hub for families to register, access information, and engage with other members of the community for many years. The new Welcome Center is located at 14 Mill Brook Drive and is staffed with a Director of Communications and Family Engagement, two Engagement and Enrollment Specialists, a communications specialist, and an Administrative Assistant. In 2024, APS looks forward to expanding access for families to learning opportunities, access to language services, and access and information about how to access other Town and community resources. In addition to the opening of this new center, all APS Central Office functions have moved into their new office space, and the School Committee has moved into a new School Committee Room.



The APS Family Welcome Center opened with Phase 2 of the AHS Building Project in November 2023.

Expanding Access to Performing Arts Programming

In 2022, APS expanded access to performing arts programming district-wide by absorbing elementary instrumental fees into the district-wide budget; the elimination of these fees allowed more students to participate in music programming at an early age, and the result has been a rapid expansion of participation in the performing arts - including instrumental, choral, and theatrical - over the past few years.



The APS Family Welcome Center opened with Phase 2 of the AHS Building Project in November 2023.

Rollout of New Elementary Literacy Curriculum

In 2023 the District selected and began the implementation of a new comprehensive K-5 literacy curriculum. In planning for FY25 the district will allocate significant time and financial resources to professional development and materials for the new resource, *EL Education*, which provides rigorous and developmentally-appropriate materials for students' development of fundamental literacy skills and comprehension of complex texts. The curriculum is aligned with the goals of the 5-Year Strategic Plan because it embeds deeper learning and project-based opportunities into its units, each of which ends with a "performance task" that requires students to demonstrate their knowledge to peers and the community through creative projects and showcases. This curriculum work will be accompanied by adjustments to the elementary schedule to provide

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for more integrated and interdisciplinary learning in our elementary classrooms.



2nd grade students at Dallin practice sharing their research findings with classmates in one of the new curriculum pilot classrooms.

Arlington Recognized for Climate Efforts to Reduce Emissions

In 2023, APS celebrated the introduction of 2 electric buses. Each electric school bus will have a 135-mile range and the ability to charge in approximately 3-4 hours using two new, direct current fast chargers at the Ottoson Middle School. The new electric school buses will displace approximately 4,300 gallons of diesel fuel annually, preventing emissions of 48.24 tons of carbon dioxide. The electrification of Arlington's school bus fleet is part of the Town's efforts to achieve net zero greenhouse gas emissions by 2050. The Town also received an EPA grant from the Diesel Emissions Reduction Act (DERA) of 2010, which in 2021 provided approximately \$10 million across the country for replacement of old diesel buses with new buses certified to EPA's cleanest emissions standards.



One of two new electric buses, demonstrating its electric engine and ready for the green ribbon to be cut before the bus is launched for students to ride every day.

AHS Athletics

Arlington High School Athletics continue to field competitive teams in the Middlesex League and in the MIAA Statewide Tournaments. Some highlights include:

Winter Season 2022-23: In the Winter 2022-2023 season AHS had three teams win Middlesex League Liberty Division Championships: Boys Basketball, Boys Ice Hockey, and Wrestling. Those three teams and Girls Ice Hockey qualified for the MIAA State tournaments. Students from Indoor Track, Alpine Ski, Boys Swimming, Wrestling and Gymnastics advanced to MIAA State Tournament events.

Spring 2023: During the Spring 2023 season over 450 students registered in nine different programs. Softball, Volleyball, and both Tennis Teams qualified for the MIAA State Tournament. Many student athletes from the Track Teams qualified for the MIAA State Meet.

Fall Season 2023: During the Fall 2023 season 556 students registered to participate in ten different programs. Cheerleading, Field Hockey, Football, Golf, Girls Volleyball, Girls Swimming, and both Cross Country Teams qualified for the state tournament. The Girls Cross Country team had an impressive year winning the Middlesex Liberty Division, Middlesex League Meet and MIAA 1B Divisional Championship. The Girls Cross Country Team also finished runner up in the MIAA Division 1 All State Championship.

Opening Phase 2 of the Arlington High School Building Project

With the completion of Phase 2 in November 2023, three-quarters of the new high school is now complete. Phase 2 was the largest and most complex of the multi-phase project and construction of the new school remains on budget and is anticipated to be finished in February 2025. Full project with site work is Sept. 2025.

Features of the new AHS wing include:

- Student Center, a combination of collaborative, learning and social spaces which includes the Forum Stairs, Library, Learning Center, Cafeteria, Student Cafe/Store, Outdoor Learning Courtyard, Discourse Lab, Immersion Lab and the Mass. Ave., and Cafeteria entrance lobbies.
- Humanities wing with 44 general classrooms and 2 FACS (Family and Consumer Sciences) classrooms.
- Student Counseling Center.

Completion of Phase 2 also encompasses the opening of the new school district offices (including the new Welcome Center and the School Committee Room). Arlington's inclusion-based Menotomy Pre-

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school, which has resided at their temporary home on Irving Street for the past 3 years, moved back to the AHS facility and opened to students in early January. The new preschool includes a separate and secure entry, age-appropriate interior classrooms and a dedicated exterior playspace.

The scope and complexity of this four-phased project is significant. During Phase 2 (March 2022 - January 2024), the AHS Building Committee and project partners faced supply chain and weather delays as well as logistical challenges, which resulted in a three month delay in the anticipated completion of the facility.

Phase 3 construction has already begun and encompasses the athletics wing, black box theater, and outdoor amphitheater. With the completion of Phase 3, anticipated to open February 2025, the new facility will be complete. The final and 4th phase of the project, expected to finish in September 2025, will involve the construction of two additional multi-use, synthetic turf athletic fields, plus landscaping and a connection to the Minuteman Bikeway.

The AHS Building Committee hosted public tours of the Phase 2 spaces on January 20, 2024 with an estimated 2,000 residents attending. For more information on the AHS Building Project, including a virtual tour of the Phase 2 wings, design renderings, construction progress videos and photos, weekly construction updates, and more, visit www.ahsbuilding.org.



Menotomy Preschool: The Town's integrated program for 3-5 year olds is now in a new building adjacent to the new High School.



AHS Forum Stairs: The forum stairs provide a gathering and collaboration space for students and staff at all times of day.



School Committee Room: The new school district offices include the School Committee Room and new Welcome Center.



AHS Library: The heart of the school, the library provides a flexible and inclusive space for academics.



MINUTEMAN REGIONAL VOCATIONAL TECHNICAL SCHOOL DISTRICT

Minuteman Achieves All In-District Enrollment 2 years in a Row

For the second time in the district's history, all ninth-grade students in the fall of 2023 resided in Minuteman's member towns. Historically, Minuteman would admit varying percentages of students who lived within the member towns and those who lived outside of those towns, whose communities would finance tuition on a per-pupil basis. As of September 2023, about 93% of all grades 9-12 students reside in the nine member-town communities of Acton, Arlington, Bolton, Concord, Dover, Lancaster, Lexington, Needham, and Stow. Total enrollment for Minuteman is 649 students with 33% of those students residing in Arlington.

Minuteman Students Bring Home the Gold in SkillsUSA

In June 2023 nine Minuteman students and four faculty members, traveled to Atlanta Georgia to compete in SkillsUSA National Leadership and Skills Conference. SkillsUSA is a national group that strives to teach workplace, personal, and technical skills to students of all levels across the country to prepare them to be outstanding citizens, contributing to the community and the workplace. Minuteman has had a very active SkillsUSA chapter for decades with 54 students participating 2022-23 school year. For the second year in a row, Minuteman won the national gold medal in the Career Pathways Showcase: Natural Resources, Agriculture, and Food. Arlington residents Dean, Gavin, and John O'Brien were the gold medal winners. Minuteman came in 9th in the nation for their Entrepreneurial presentation.



Arlington residents Dean, Gavin, and John O'Brien class of 2023 winning the gold medal at Skills USA National competition in Atlanta, GA.

Juniors and Seniors Out on Co-op

Juniors and Seniors at Minuteman are eligible for Co-Op. Co-op students can work at job sites within the scope of their career majors. The co-op is open to seniors all year and juniors for the year's second half. 100 students were out on Co-Op during the school year of 2022-23. Twenty-eight of those students reside in Arlington. Students were working for the following Arlington businesses: Villandry Contracting, Piggott Electric, Shattuck Heights Hardware, A9 Green, and Mouradian Plumbing. Students also had opportunities at MGH Harvard labs, MBTA, Saturday Robotics, and the Goddard School. The Co-Op opportunities continue to grow year over year for future students.

Grants to Support High School and Adult Students

Minuteman Regional Vocational Technical School District \$354,000 Metal Fabrication & Joining Technologies: The school will train students for high-demand metal fabrication and joining technologies occupations. The school will expand and deepen its curriculum, add industry-recognized credentials, increase secondary enrollment in existing programs, and offer post-secondary opportunities for adults enrolled in the Minuteman Technical Institute (MTI).

Minuteman Regional Vocational Technical High School \$500,000 Funding will provide the high school with technology and equipment to support expanding the Animal Science/Veterinary Science vocational program. The equipment will open opportunities for students to additional industry-recognized credentials and hands-on learning with state-of-the-art training tools.

MTI Continues to See Success

Minuteman Technical Institute (MTI) offers 10-month and 15-week courses in various career trades for adults looking to gain technical skills in a new, high-demand profession. The 2022-23 year brought great growth through the Governor's Career Tech Institute Expansion, and since then MTI has been awarded just over \$3M.

Through new and continued partnerships with Mass Hire, North Atlantic States Carpenters Training Fund, AET Labs, Rolls Royce Naval, and the International Facilities Management Association, MTI collaborates and develops programming to meet workforce demands.

MTI students gain recognized industry credentials in OSHA and Hot Works and hours toward state licenses. A partnership with IFMA (International Facility Management Association) has led to the development of a Facilities Management program and directly addresses the need in the greater Boston area for certified Facilities Managers.

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Currently, MTI is running eight of its nine programs and is at 74% capacity, the highest since COVID, and enrollment remains open through September 29, 2023. 22% of our students are female, while 88% are male.

100% of Cosmetology program completers who sit for the State Board of Cosmetology and Barbering exam, pass on the first attempt. 98% of Welding students who take the American Welding Society certification tests pass on their first attempt. 97% of the Carpentry Pre-Apprentice program completers are employed upon completion of the program and are retained beyond their first 30 days.

Minuteman Seniors are Off to College and Work

The class of 2023 had a graduation rate of 100%. With 64% of students heading to either a two-year or four-year college and 36% heading into planned apprenticeships, trade school, or joining the workforce. The graduating class of 2023 graduates attend schools such as Clark University, MIT, WPI, The New School, Emerson, Johnson and Wales University Maine College of Art, and several more. Minuteman looks forward to watching students have continued success in the future as alumni.



Arlington's Aviva Pearlmutter, class of 2025, working hard in her major of DVC, Design and Visual Communications.

LIBRARIES

ROBBINS AND FOX LIBRARIES

The library's mission is to be a vital resource for Arlington, creating opportunities for lifelong learning, meaningful connection, and discovery for all. The Robbins Library and Fox Branch Library strive to offer outstanding collections and services to meet the evolving interests and needs of the community. To accomplish its mission, the library relies on a variety of resources including volunteer support, library trust funds, grants from the Arlington Libraries Foundation, the Friends of the Robbins Library, the Fox and Robbin Shop, and an annual grant for state aid to libraries.

Library Board of Trustees

Under trustee bylaws and consistent with Section 22 of the Arlington Town Manager Act, the seven-member Board of Trustees establishes general operating and administrative policies, advocates for excellent library services, plans and anticipates the future needs of the library, and administers all restricted and unrestricted contributions to the library and all restricted and unrestricted Library Trust Funds.



Library Board of Trustees

Department Overview

Under the administration of the director and assistant director, the library serves the community through two branches and online at robbinslibrary.org. The library's six service departments and the Fox Branch Library work together to meet the library's mission. The library aims to provide excellent and equitable service to all residents and visitors.

The Circulation Department is responsible for customer service and functions related to checking out and

returning hundreds of thousands of items at the Robbins Library circulation desk and at the Fox Branch Library, issuing library cards, and maintaining order on the shelves with assistance from library pages and volunteers. The Department also processes the daily Massachusetts Library System delivery of outgoing and returned items and items on hold from other Minuteman Library Network libraries.

The Children's Services and Teen Services Departments support early childhood literacy skills and builds to support the needs of older youth. The departments are responsible for collection development and services for children, teens and families, and outreach to schools. The Children's Services Department oversees the distinctive Anne A. Russell Children's Educational and Cultural Enrichment Fund, which sponsors a program coordinator and special programs and services for children and teens on an annual basis.

The Adult Services Department provides reference services and public technology support on site at the main reference desk and by phone, email, and chat. The department includes the Local History librarian and the Local History Room collection and resources, plus oversees book clubs and programs for adults and the library's array of online databases.

The Technical Services Department receives and processes shipments of new library materials including books, audiovisual items, unusual collections like the Library of Things, and other library materials. In 2023 the department processed over 19,000 new items, maintained catalog records, served as a key connection between the library and the Minuteman Library Network. The department also manages invoices and accounts in coordination with the library Office Manager.

All of the library's public-facing and staff-facing technology equipment, systems, and peripherals are managed by the Information Technology (IT) Department. The department ensures that Robbins and Fox equipment meet the Minuteman Library Network's management system requirements to support all library cataloging, purchasing, collection management and circulation functions. The department manages important public facing technology including internet connected desktop and laptop computers and printing and scanning solutions.

The Fox Branch Library manager plans collections and services at the branch and works with all de-

Library Statistics	FY20 Actual	FY21 Actual	FY22 Actual	FY23 Actual
Total Materials Circulated	669,692	707,033	939,396	950,249
Digital Materials	149,612	190,899	182,233	202,427
Program attendance	6,432	4,729	14,442	25,670
Annual Visitors	204,164	68,189	233,595	261,187

LIBRARIES

partments to ensure smooth and consistent delivery of library services in East Arlington.

Communications

The library is committed to a communication plan that helps all residents find and access library materials, programs, and resources. The library's communication tools include; a robust website with dynamic content, an outreach procedure that includes communication with local news outlets, an active newsletter with over 6,000 subscribers, and social media channels.

Major Accomplishments for 2023

- Increased materials circulation, program attendance, and daily visitors each year since COVID closures.
- Achieved a second straight year of record-breaking circulation at Robbins Library in FY2023 with a total circulation of 950,249 physical and electronic items.
- Arlington is a circulation leader for the Minuteman Library Network and the Commonwealth, and ranks 5th in statewide circulation, surpassing communities with much larger populations including neighbors like Medford and Somerville.
- Per-capita leader in the Minuteman Library Network in circulation of e-content via OverDrive and Libby

Providing Core Services

Created new programs, services, and collections to support evolving community interests and needs. Highlights include:

- A "learning abilities" collection in the Children's room, offering materials designed for children with dyslexia and other language-based learning disabilities.
- Launched new Children's programs including "Rainbow Readers," a book program for 3rd-5th graders on the gender spectrum and "Readers Theater," for 7-10 year-olds supporting fluency and increasing their reading comprehension and confidence in public speaking.
- New Teen Advisory Board (TAB) gives teens the opportunity to create teen-led programs for middle and high school patrons, expanding the options for library programs and giving students the ability to receive volunteer credit and take on leadership roles in the community.

Improving Library Spaces

- Submitted a Letter of Intent to apply for Massachusetts Public Library Construction Program Grant funds for renovations at the Fox Branch Library.
- Formed a Fox Branch Library Facility Needs Committee to complete the Building Program, as specified in the Massachusetts Public Library Construction Program grant application
- Released an RFP and secured a consultant to complete a needs assessment study at Fox Branch Library.
- Launched community engagement project with focus groups of Town stakeholders, parents, business and arts leaders, and others in Town to identify community needs and envision library services and spaces to respond to needs at the Fox Branch Library.
- Applied for and received CDBG funding to renovate and bring to code first floor restrooms at Robbins Library.
- Applied for and received Capital funding to install more efficient and brighter lighting throughout Robbins Library. Lights were installed in December 2023
- Refreshed the Teen space by removing shelving and adding new Arlington Libraries Foundation funded tables and chairs.



(Left to right) Assistant Director of Libraries Amanda Troha, Trustee Amy Hampe, and Director of Libraries Anna Litten meeting with State Representative Sean Garballey at Library Legislative Day.

Staff Engagement and Learning

- Director of Libraries Anna Litten, Assistant Director Amanda Troha, and Trustee Amy Hampe attended Library Legislative Day and met with State Legislators to advocate for State budgets supporting library services.
- Adult Services Librarian Veronica Rodriguez serves on the Minuteman Library Network's Digital Content Working Group and selects Overdrive titles for patrons across the network.

- Head of Technical Services Beverly Thompson serves on the Minuteman Library Network's Standards Working Group. The Standards Working Group is responsible for investigating, reviewing and making recommendations to the Board of Directors in the areas of circulation parameters, database integrity and management, and resource sharing.
- Staff attended many continuing education opportunities throughout the year. Highlights include:
 - Anna Litten attended the annual Massachusetts Library Association conference.
 - Stephen Toropov attended the annual Massachusetts "Teen Summit."

Partnering with Town departments, boards, commissions, and other organizations to better serve Arlington.

- Hosted a local children's book author for an event co-sponsored with Arlington EATS.
- Co-sponsored an Indigenous Peoples Day program with the Cyrus Dallin Museum and the Human Rights Commission.
- Partnered with the Arlington Disability Commission, the Arlington Libraries Foundation, and other Town bodies to present the 2023 Arlington Reads Together program, featuring the ART book pick, *Being Heumann* by noted disability activist Judy Heumann.
- Hosted an Arlington High School intern via the internship program for High School seniors.
- Adult Services Librarian Julia Starkey attends meeting of Arlington's Rainbow Commission to better plan programs serving LGBTQ+ residents.

Future Goals

The library completed a new Strategic Plan in 2021 with extensive community feedback. The following goals and objectives for FY23 and beyond were defined by staff and library Trustees based on the Strategic Plan. The complete plan can be found on the library website at robbinslibrary.org.

- Ensure programs and collections evolve to better meet residents' needs.
 - Expand co-creation of program and events using community expertise and partner resources.
 - Reevaluate and balance physical and digital/downloadable collections, in keeping with sustained and projected usage trends.
 - Take a leadership role in the community

to offer services and resources that spark conversation and critical thinking around issues facing Arlington.

- Increase library access for and use by all community members.
 - Develop and implement a marketing plan, with a focus on increasing use and awareness among underserved audiences and non-users.
 - Direct additional staff time to targeting outreach efforts towards underserved populations.
 - Further grow the resources and accessibility of the website as the library's third branch.
- Transform library spaces to improve services and better meet residents' needs
 - Develop an action plan for incremental and long-term physical upgrades at both branches to better serve and support people of all abilities and build towards the "Reimagining Our Libraries" vision.
 - Promote all capital projects and work with library support groups and stakeholders to advance these initiatives through community connections and advocacy.

Acknowledgements

The Library Board of Trustees and library administration recognize that special grants, gifts, and bequests do not take the place of public support, but help to further enhance library facilities, services and collections. These library support organizations and their volunteer boards, advisors and members are gratefully acknowledged:

Arlington Libraries Foundation

The Arlington Libraries Foundation fulfilled the library's fiscal year 2023 grant request, funding materials and various initiatives including the Arlington Reads Together program. Established in 2013, the Arlington Libraries Foundation conducts fundraising appeals and campaigns, and secures and stewards the gifts, grants and endowments that provide essential funds toward the library's current and long-term goals.



Friends of the Library

In 2023 the Friends of the Robbins Library granted funds for expanded Library of Things collections at Robbins and Fox and continued funding signature initiatives such as the library's 3rd floor balcony beehives and the popular museum pass program. The Friends of the Robbins Library is a membership-driven non-profit that also runs ongoing book sales for the benefit of the library.



The Fox & Robbin Shop

The Fox & Robbin Shop is a children's resale shop within the Fox Branch Library. The shop is operated by a nonprofit with paid and volunteer staff whose primary mission is to support services at the Fox Library with proceeds from the shop, including an offset for Saturday staffing hours.



Volunteers

Volunteers support the library's mission in many capacities. Trustees are grateful to the many volunteers who shelf materials, support the Homebound Delivery program by delivering library materials to some of our most vulnerable residents, and run library supported programs including books groups and English language learning groups.

Recognitions

In 2023 the library also honored Trustee Joyce Radochia for 40 years of volunteer service and Trustee Kathy Fennelly for 20 years of volunteer service. In addition, the library recognized Jennifer Arthur and Deborah Scannell for service of 20 years, and staff members

Lynne Arnold, Liz Dellanno, Lee Faunce, and Katherine Krister for 10 years of service to the community. The Trustees are grateful to these volunteers and staff members for their years of service and dedication.

The Trustees would like to extend heartfelt thanks to library employees who make sure the library is a true destination for materials, programs, and community connections. Their efforts contribute to making Arlington an attractive and welcoming community for all.



Students working on the 3rd Floor at Robbins Library.



Child playing at the Fox Branch Library.



Robbins Library Reading Room.

CULTURAL AND HISTORICAL ACTIVITIES

nership with town businesses, nonprofits and neighborhood groups. ACAC brought music to holiday Tree Lighting; supported performance, painting and poetry in Arlington Heights seasonal window-painting festivals; brought exhibitions and Friday pop-up shows to Roasted Granola; and sponsored a celebration of YourArlington's independent arts & culture coverage.



Inspired exhibition flyer.

ACAC Grants Committee

A local cultural council of Mass Cultural Council (MCC), a state agency, for FY23 received 38 applications for grants, competing for \$22,164 in funds to grant. Twenty-one grants were awarded. A celebration was held at the Regent Theater with grantees showcasing a wide range of arts: music, visual, film, dance, theater, and literature. For FY24 the ACAC Grants Committee received 64 applications for grants, a 168% increase in applications, competing for \$21,326 in funds to grant.

The Fundraising Committee refined and built on the prior year's successful models to expand regular spring and year-end appeals, including securing continued support from local businesses. The Committee also successfully applied for MCC's Cultural Districts Initiative, Cultural Sector Recovery, and Festivals & Projects grants, a Town Transformative Growth Grant, and others.

ACAC received the redesignation and funding of the Arlington Cultural District by the MCC for 5 years, with newly expanded boundaries encompassing the renovated Arlington High School.

Poet Laureate Jean Flanagan hit the ground running in her first year with her "Small Acts of Kindness" collaborative community poetry project unveiled at the Arlington Heights Spring Fling Festival.

ACAC's ArtsArlington.org website, newsletter, and other communications channels remain a valuable resource for audiences discovering – and artists and arts organizations promoting – town cultural activities.

ACAC has been actively engaged in local and regional planning for activities related to Arlington 250

and the 250th Anniversary celebrations of the American Revolution, which will remain an important area of focus through 2026 including opportunities to collaborate with other organizations and committees within and beyond Arlington.

HISTORIC DISTRICT COMMISSIONS

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

Arlington has seven established historic districts that include 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 2023 the Commissions met ten (10) times to hold hearings for property owners seeking approval for certificates on exterior work to be conducted on their properties or to discuss ongoing litigation. They also met in a joint session with the Arlington Historical Commission on 6/12/2023. The July 27 and November 16, 2023 meetings were cancelled. During the year they entered into Executive Session three (3) times to discuss pending or ongoing litigation. Part of the regular meetings included sixteen (16) Informal Hearings held for property owners seeking advice or resource information for work to be conducted and nineteen (19) Formal Hearings. As a result of those meetings and additional CONA applications not requiring a hearing, twenty (20) Certificates of Appropriateness (COA) and forty (40) Certificates of Non-Applicability (CONA) to be undertaken were granted. In addition, during 2023, an appeal of a 2022 Commission Denial in the Jason-Gray

CULTURAL AND HISTORICAL ACTIVITIES

District was filed in the Superior Court and subsequently dismissed by the court. There were two (2) Application Denials issued.

During the year the Commissioners gave input and sent recommendations on a number of Community Preservation Act (CPA) Projects including the Jason Russell House, The Shea and the Jarvis Houses. They conducted all meetings remotely on ZOOM and began to investigate the option to move to a hybrid format. The AHDC would also like to note the resignation this past year of Alison Frank Johnson. Her tact, energy, and insights were significant and invaluable contributions to the Commissions and are very much recognized, appreciated and will be greatly missed. Community outreach for commissioners to fill the vacant seats in Jason/Gray, Mt Gilboa/Crescent Hill and Central Street Historic Districts continues.

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 historic and architecturally significant properties.
- Participates in the management and maintenance of historic resources owned by the Town, e.g., Arlington Town Hall, the Whittemore-Robbins House, the Town Hall Gardens and others.

In addition, the Commission reviews and acts upon any applications for building permits that involve changes to 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.

The Commission conducted hearings for 18 inventoried properties in 2023.

In addition, in 2023 the Commission continued to re-evaluate and refine the Inventory to ensure that demolished structures are being removed from the list, address changes are reflected, and other important changes and updates are made to The Inventory on a regular basis. The Inventory can be found on the Historical Commission website at arlingtonma.gov.

The Commission issued a revised and updated list of Design Principles adapted from the Secretary of the Interior's Standards for the Treatment of Historic Properties to help property owners better understand and prepare for working with the Commission.

The Commission continues to work closely with Inspectional Services Director and his staff to make sure property owners are made aware of the The Inventory when they apply for a building permit, and to help resolve issues when property owners proceed with renovations without Commission review.

To address the growing need to adapt historic structures for modern energy systems, Associate Commissioner Kim Goldinger researched and produced guidelines to help property owners add solar panels to historic structures without compromising the integrity of the building.

Historic Markers

The Historical Commission provides plaques through the historic house marker program 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 and describes the process for hearings before the Commission as well as listing our publications and projects at www.arlingtonhistoricalcommission.org.

Commissioner Eric Stange managed the redesign and update of the website in 2023 with substantial help from Arlington resident and web designer Lukas Gianocostas. The Arlington Historical Society generously provided historic images for the website.

Other Activities

The Commission distributed a letter to the Town's realtors and real estate agencies urging them to alert clients to the possibility that a property might be on The Inventory when considering purchasing a property.

Commissioners represent the Historical Commission on various municipal boards and historic organizations, including the Arlington Historical Society (Pamela Meister), the Arlington Community Preservation Act Committee (JoAnn Robinson) and the Historic and Cultural Resources Working Group formed by the Master Plan (Dianne Schaefer and JoAnn Robinson).

CULTURAL AND HISTORICAL ACTIVITIES

CYRUS E. DALLIN ART MUSEUM BOARD OF TRUSTEES



The Cyrus Dallin Art Museum (CDAM) promotes new insights into our shared history by exploring the life, work, and values of a celebrated American sculptor. The Museum's mission is deeply informed by Cyrus Dallin's commitment to social justice, education, and artistic expression. The museum seeks to make art accessible to all and to provide experiences that enrich and inspire while promoting mutual respect, understanding, and empathy.

Visitors to the Dallin Museum are introduced to over ninety artworks spanning the sculptor's sixty-year career. The museum archive is the country's leading repository for historical research on the legacy of Cyrus Dallin and the Dallin family. It comprises more than 6,000 items including photographs, correspondence, sketches, journals, and exhibition catalogues.

The museum completed several large projects including the launch of a searchable online database of digitized collections, video recording of museum volunteers reading from transcribed oral history interviews of people who interacted with Dallin during his lifetime, unveilings of new acquisitions and professionally restored sculptures and paintings, and the installation of new exterior signs and banners.

After several years of mostly online programming, the museum was delighted to be able to offer many in-person programs this year. Programs included walking tours, poetry readings, children's sculpture workshop, family-friendly art in the park, educational talks, and annual events such as Patriot's Day Celebration, Art on the Green on Town Day, and First Lights with the Chamber of Commerce.

2023 Achievements

- Provided public online access to the digitized Rell Francis Collection, the papers of Dallin's biographer, with the support of Community Preservation Act funding.
- With ACMI, recorded and premiered readings of the transcribed oral history interviews that museum founder James McGough had conducted with friends, students and neighbors of Cyrus and Vittoria Dallin twenty years ago.
- Active social media engagement resulted in

a 15 percent increase in followers on Instagram and a 52 percent increase in total views of museum program and curatorial content on YouTube.

- Unveiled new acquisition of *Chief Washakie*, an equestrian statue and portrait of the Shoshone tribal leader. Produced an educational video featuring John Washakie, the great-grandson of this historic American figure.
- Designed and installed art banners for display outside the museum.
- Unveiled the cleaned and restored oil painting, *The Bird Bath – Autumn*, one of a series of four garden landscapes at the Dallin home in Arlington Heights. This project was supported with Mass Cultural Council funds through a grant approved by the Arlington Cultural Council.



Museum Trustee, Geri Tremblay, unveils a restored oil painting on Town Day, Sept. 2023.

2023 Activities and Programs

- Marked Patriots Day with presentations about the history of the Battle of Menotomy and reading of Longfellow's poem, *Paul Revere's Ride*.
- Led summer walking tours in Arlington Center highlighting sculptures by Dallin and other local landmarks.
- Hosted youth from the Pine Ridge Reservation in South Dakota that were visiting Boston as part of the Lakota YouthStay Program based in Medford, Mass. The youth toured the museum, provided helpful feedback about the Indigenous Peoples Gallery then took part in a hands-on sculpture workshop.
- Museum trustee Chris Costello gave a talk at the Old Schwamb Mill about the US Mint's American Women Quarters.
- Celebrated Indigenous Peoples Day with Robbins Library, Arlington Human Rights

CULTURAL AND HISTORICAL ACTIVITIES

Commission, and the Old Schwamb Mill by hosting Sagamore Strong Bear Medicine who gave a talk about the Nashoba Praying Indians.



Young residents of the Pine Ridge Reservation in South Dakota traveled to Boston as part of the Lakota YouthStay Program and visited the Dallin Museum as part of their itinerary.

Goals for 2024

- Complete the digitization process of Dallin's personal papers and make them available online. The collection includes primary source materials documenting Dallin's career, family life, advocacy work and friendships.
- Install a bronze cast of Dallin's *Paul Revere* on a new granite plinth in the west garden outside the museum. This will complete the projects supported by the Transformative Growth Grant Program.
- Design, stock, and launch an Indigenous-themed Little Free Library.
- Fund and plan a full re-design of the History gallery.



Town Day vendor Mud Dove Pottery displayed hand crafted ceramics at Art on the Green on Town Day.

COMMUNITY DEVELOPMENT

REDEVELOPMENT BOARD

The Arlington Redevelopment Board (ARB) is the Town's Planning Board, under M.G.L. c. 41, § 81. There are five members of the ARB four are appointed by the Town Manager and the fifth is a gubernatorial designee appointed by the Massachusetts Executive Office of Housing and Livable Communities (EOHLC.) The ARB serves as the Town's special permit granting authority for projects which require Environmental Design Review and/or Site Plan Review per the Town's Zoning Bylaw.

In 2023 the ARB completed six signage reviews. The ARB also approved three mixed-use projects on Massachusetts Avenue and completed the project review for a property on Mass Ave that changed from office to mixed-use through the addition of one residential unit in a former attic space. Additionally, the ARB extended the term of a special permit to develop a hotel on Mass Ave that was granted in 2020 through 2025. The ARB serves as the Board of Survey with authority to approve the design of roads for the purpose of ensuring that new building lots can meet zoning frontage and access requirements. There were no Board of Survey applications for consideration in 2023.

In response to the MBTA Communities Law enacted in 2021 (Mass General Law Chapter 40A, section 3A) the ARB established the MBTA Communities Working Group to support the Department of Planning and Community (DPCD) staff in implementing a compliant MBTA Communities zone. Over the course of 2023, the Working Group and DPCD Staff engaged with the public, deliberated, researched, and ultimately developed an implementation plan that would allow Arlington to comply with state law by instituting an MBTA Communities overlay district. The new overlay district contains two sub-districts, where multi-family housing may be constructed by-right, meaning without a special permit. The zone was approved by Special Town Meeting in October, 2023. Special Town Meeting also passed a slate of business zoning articles in order to promote development of commercial and mixed-use properties as a complement to the residential MBTA Communities overlay.

Throughout the year, through the work of the DPCD, the ARB continued to implement the goals and objectives of Arlington's Master Plan, including advancing housing, economic development, transportation, and historic and cultural resources via:

- Advancing the MBTA Communities planning process.
- Continued implementation of the Arlington Heights Neighborhood Action Plan to advance installation of public art and parklets in the Heights' business district.
- Continued work with property owners and

developers along the major street corridors to encourage mixed-use, residential, and commercial development.

To continue to achieve Master Plan goals, the ARB will:

- Review progress on implementation of the current Master Plan.
- Develop Zoning Bylaw amendments that encourage commercial and economic development along the commercial corridors.
- Participate in a Town Information Technology project to ensure a transparent, welcoming, and efficient permit review and delivery system.
- Develop urban renewal plan options for Arlington Center and at site-specific locations along Arlington's main commercial corridors.
- Participate in a range of Town committees and initiatives that advance community planning goals including the: Arlington Heights Neighborhood Action Plan; Envision Arlington; Open Space Committee; Community Preservation Act Committee, Master Plan Implementation Committee, Remote Participation Committee, and others on an ongoing basis.
- Work with DPCD to advance the scope and scale of an update to the Master Plan.

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 and implementation of long-range plans for the community. The Department administers the Town's federal Community Development Block Grant Program (CDBG) 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.

Throughout the year, the Department continued to implement Town goals and objectives by:

- Intensive, iterative planning of a proposed MBTA Communities-housing overlay zone that will allow multi-family housing by-right in

COMMUNITY DEVELOPMENT

- certain areas of Arlington.
- Continued implementation of ConnectArlington – the Town’s Sustainable Mobility Plan with the support of the Select Board and their Transportation Advisory Committee.
- Continued implementation of the Net Zero Action Plan – a plan for Arlington to become completely carbon-neutral by 2050.
- Implementation of the Fair Housing Action Plan, including research on current barriers to housing, discrimination complaints and challenges to availability of housing opportunities in Arlington.
- Continuing to implement the Arts and Culture Action Plan.
- Securing Green Communities Funding for Arlington to improve energy efficiency for Town owned buildings.
- Reviewing Zoning Board of Appeals cases, licenses, and permits including two MGL Chapter 40B Comprehensive Permit applications.

In addition to the Redevelopment Board, the Department staff serve as liaisons to the following thirty-two committees: ABC Tri-Community Flooding Group (Arlington, Belmont, Cambridge), Affordable Housing Trust Fund Board, Bicycle Advisory Committee, CDBG Subcommittee, Clean Energy Future Committee (includes the Energy Working Group), Commission for Arts & Culture (ACAC) (includes Arlington Cultural Council and Arlington Public Art), Conservation Commission, Gas Leaks Task Force, Envision Arlington Standing Committee (Task Groups include: Civic Engagement Group, Diversity Task Group, Education, Fiscal Resources, and Environment, which includes the following Reservoir Committee, Spy Pond Committee, and Sustainable Arlington), Heights Neighborhood Action Plan Implementation Committee, Housing Plan Implementation Committee, Mass Ave/Appleton Street Design Review Committee, Master Plan Implementation Committee (Active working groups include Zoning Bylaw Working Group and Historic and Cultural Resources Working Group), Open Space Committee, MBTA Communities Working Group, Parking Advisory Committee, Public Land Management Plan Working Group, Transportation Advisory Committee, Water Bodies Working Group, Artificial Turf Study Committee, and Zoning Board of Appeals.

Department staff also represent the Town on fourteen regional bodies including: the Battle Road Scenic Byway; Boston Metropolitan Planning Organization (MPO); the North Suburban HOME Consortium; the Somerville-Arlington Continuum of Care; Arlington 250; the Metropolitan Area Planning Council (including the Council, Executive Committee, Inner Core Communi-

ties, and the 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.

In 2023 the Department welcomed Sarah Suarez, AICP as Assistant Director, John Alessi as Senior Transportation Planner, Katie Luczai as Economic Development Coordinator, Jennifer Joslyn-Siemiatkoski as Office Manager, and Lori Kenschaft as the part-time Energy Advocate. The Department thanks departing colleague Kelly Lynema, who served as DPCD Assistant Director and previously as a Senior Planner. DPCD thanks her for her service and many contributions to making the Department and the Town a better place.

DPCD 2023 Highlights Economic Development

2023 was a year of staff transitions for Economic Development. Despite these changes, Department staff continued economic development initiatives and projects. This included continuing to manage the Town’s Transformational Growth Grant program started in 2022 and is funded by the American Rescue Plan Act (ARPA). Twenty-two nonprofit organizations and small businesses representing a variety of industries disproportionately affected by the pandemic were selected to receive a total of \$860,900 in grant funds for placemaking, programming, facilities and infrastructure, personnel, (strategic) or organizational growth projects.



Thai Moon one of 22 recipients of the Transformative Growth Grant.

The Department reviewed and approved 22 sign permits; and reviewed and provided memos to the Select Board on 15 license applications. Economic Development staff worked with relevant departments, boards, and local business owners to set up public parklets and public sidewalk seating areas. In addition to the public parklets, the Town licensed 25 private parklets and outdoor seating areas to local restaurants through the Outdoor Restaurant and Retail Permit (ORRP) process.

DPCD not only continued but expanded a key initiative to leverage economic development opportuni-

COMMUNITY DEVELOPMENT

ties along the Minuteman Bikeway in partnership with the Towns of Bedford and Lexington. The installation of wayfinding signage directing bikeway users to businesses in all the town's three business districts will be completed in 2024, thanks to the support of the Arlington Chamber of Commerce. Department staff continued to stay in close touch with Arlington's business and arts communities through ongoing meetings with members of the town's three neighborhood business districts. Lastly, the Town formed the Semiquincentennial Committee, also referred to as Arlington 250, supported by the Economic Development staff to coordinate the historic commemoration of the 250th anniversary of the American Revolution in 2025 with additional programming scheduled throughout 2024 running up to Patriots Day in 2025. Arlington 250 has partnered with three other towns, Concord, Lexington, and Lincoln, to promote the Semiquincentennial regionally.



The Town continues to attract new and growing businesses who provide a variety of goods and services to the community. In 2024, new offerings to Arlington will include a coffee roastery, fusion dining, and karaoke and fitness businesses like CrossFit and Pilates. The business community continues to make Arlington a wonderful place to live, work, and play.



Seating areas on Broadway Plaza officially opened in 2023.

Transportation Initiatives

There were many critical transportation projects and initiatives completed or undertaken by DPCD in 2023. The Select Board approved the Mass Ave / Appleton Safety and Accessibility Project's conceptual design in October, allowing the project to advance into formal engineering design to create shovel ready construction plans. This work is funded using a \$307,000 MassWorks grant awarded to the Town in 2022. The Town will then use the shovel ready designs to apply for additional MassWorks funding in Summer 2024 to construct the project in future years.

DPCD collaborated with the Department of Public Works and Arlington Police Department to update the Town's Complete Streets Prioritization Plan. The Plan identifies seventeen potential street improvement projects that expand safe and accessible options for all travel modes —walking, biking, driving, and transit – for people of all ages and abilities. With the final plan approved by MassDOT, the Town is now eligible to apply for up to \$500,000 in construction funding through the state's Complete Streets Funding Program.



To further build out bicycle facilities throughout the Town in line with the Connect Arlington – Sustainable Transportation Plan, DPCD received approval from the Select Board to install buffered bike lanes on Medford Street connecting the newly installed bike facilities as part of the Chestnut Street Safety Project with the Mystic Valley Parkway. When implemented in 2024, the project will improve bicycle safety, expand access to sustainable transportation options, slow down vehicle speeds, and link to the future Mystic River Path Connection to the Minuteman Bikeway.

The Department continues to manage the development and expansion of the Bluebikes regional bike share system in Arlington, as well as serving as staff to the Transportation Advisory Committee (TAC) and the Arlington Bicycle Advisory Committee (ABAC). Looking ahead to 2024, DPCD plans on starting the design of the Mystic River Path Connection to the Minuteman Bikeway, finalizing construction plans for the Stratton Safe Routes to School Project, updating the Town's Bike Lane Design Guide, installing bike racks in Arling-

COMMUNITY DEVELOPMENT

ton Heights, and working with the MBTA to extend bus lanes on Mass Ave to Alewife Brook Parkway while also installing transit-signal priority at intersections to improve bus service for transit riders.

Energy Conservation and Climate Change Mitigation

Energy Conservation

In 2023, the Town received its twelfth Green Communities grant award since the inception of the program in 2010. This new grant award of \$100,000 puts Arlington's cumulative grant total at \$2,073,393, one of the highest in the state. The Dallin Branch Library Building, which houses Arlington Community Media, Inc. (ACMI), will receive high-efficiency air source heat pumps to replace the current gas-powered heating systems on the bottom floor of the building. The Jarvis House, which houses the Town's Legal Department, will receive insulation and high-efficiency air source heat pumps to adequately cool the building as well as replace the current gas-powered heating system. Additionally, the Dallin Elementary School received new high-efficiency LED lighting fixtures in hallways, the library, the cafeteria, and bathrooms. These projects are projected to save nearly \$11,000 in annual energy costs. The Town also completed lighting upgrades in the Robbins Library, retrofitting 731 fixtures with high-efficiency LED bulbs and enhancing visibility in the library's stacks and reading rooms. This project is expected to save the Library approximately \$20,000 in annual energy costs.



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 Sustainability Manager, Environmental Planner and Conservation Agent, and Senior Transportation Planner. There are currently 10 other members. The Committee met 11 times in 2023 to further its work toward net zero greenhouse gas emissions (the pollutants that cause climate change).

Net Zero Planning & Implementation

In 2018 the Select Board voted to commit Arlington to becoming carbon neutral by 2050 (net zero emissions of greenhouse gases from all sources). The Town subsequently worked with the Metropolitan Area Planning Council (MAPC), after receiving a Planning Assistance Grant from the Executive Office of Energy and Environmental Affairs, to complete the Net Zero Action Plan (NZAP). The Select Board endorsed the Net Zero Action Plan in February of 2021.



In 2023, the CEFC pursued implementation of several high-priority and priority measures from the NZAP. Highlights include:

- **Electrify Arlington:** In 2023, the Town kicked off a new phase of Electrify Arlington, a community-wide campaign to power buildings and transportation in Arlington with clean electricity. The campaign educates

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residents and businesses about electrification and connects them with existing programs, rebates, and technical assistance. This new phase was funded through a Mass Save Community First Partnership (CFP), which awards Electrify Arlington \$20,000 per year for two years. The CFP program focuses on serving low and moderate income households, renters and landlords, English-limited households, and small businesses (including not-for-profits and houses of worship). With these grant funds, the Town hired a part-time Energy Advocate, to lead the Town's engagement efforts around energy efficiency and electrification, with a focus on equity. The Town also initiated an official partnership with a home performance contractor (HPC), HomeWorks Energy, to support scheduling no-cost energy assessments. Successes of 2023 included Save on Energy events in partnership with Arlington EATS and the Council on Aging; educational events on electrification planning and heat pumps with Arlington Community Education; and an updated webpage arlingtonma.gov/electrify, which offers extensive resources for residents and businesses seeking rebates and information on energy-saving and all-electric solutions for their buildings. Electrify Arlington continues to offer free heat pump coaching sessions to residents with trained volunteer coaches. The campaign trained two additional volunteer heat pump coaches in 2023, making six coaches in total.

- **Prohibit Fossil Fuel Heating Systems in New Construction and Major Renovations:** The Town applied for and was conditionally accepted into the new Municipal Fossil Fuel Free Demonstration Program authorized by the MA Legislature. Acceptance is conditional upon confirmation of the Town's compliance with MBTA Communities Legislation. Special Town Meeting also passed Article 14, which updates the Town's Fossil Fuel Free Bylaw to ensure its alignment with the Demonstration Program.
- **Zero-emission school buses and fleet and public charging infrastructure (ZEM-2, 4):** The Town officially launched two new electric school buses, purchased with nearly \$900,000 in state and federal grants. The grants also funded two direct current fast chargers for the buses and two public level 2 chargers, which are located in the Ottoson Middle School parking lot. A ribbon cutting event was held on Town Day.



Arlington Public Schools Officials at Arlington's electric school bus ribbon cutting event.



Arlington's Energy Advocate Lori Kenschaft and Electrify Arlington Heat Pump Coach Damon Bosetti at the Electrify Arlington Town Day Booth.



- **Net Zero Stretch Code Advocacy:** The CEFC, Sustainability Manager, and volunteers successfully advanced Warrant Article 10 to pass the Specialized Stretch Energy Code. Article 10 was passed by 2023 Annual Town Meeting. The Specialized Stretch Energy Code ensures that new construction in Arlington is as efficient as possible and ready for the transition from fossil fuels to clean electricity.

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Environmental Planning

Proposed Changes to Zoning and Municipal Ownership

DPCD identified 68 open space parcels in Arlington zoned for other uses and is exploring options to rezone some or all under the Open Space Overlay District. Following the Public Land Management Plan, DPCD sought to transfer ownership and management of 10 Town-owned properties to the responsible authority when it was found that the property card did not align with current practices.

Wicked Cool Mystic

DPCD joined the cities of Chelsea, Everett, and Malden to secure a \$340,000 Municipal Vulnerability Preparedness grant to implement projects that reduce heat in those municipalities. Arlington participated in fact-finding about community needs surrounding extreme heat led by Arlington High School community ambassadors. The project identified priorities (more trees and shade structures) at locations (open spaces and bus stops) townwide. The project was managed by Mystic River Watershed Association and will be followed by seeking local implementation funds.

Cooke's Hollow Revitalization

DPCD completed a \$70,000 CPA-funded feasibility study and preliminary design for a revitalized Cooke's Hollow. The study addressed needed repairs and develop two climate-ready concept designs with improvements for all who enjoy the space's quietude. Hatch Associates consulted on a participatory design process that involved the public in shaping improvements to Cooke's Hollow.

Sustainable Landscaping

The Towns of Arlington, Stoneham, and Winchester were awarded an Accelerating Climate Resilience Grant by the Metropolitan Area Planning Council. The grant is a regional effort by the three towns to improve the climate resilience and ecological integrity of privately owned properties. The funds, totaling \$40,400, were used to hire a consultant to oversee development of a sustainable landscaping handbook and to host three public events on the topic. In 2023, Arlington published its handbook and recordings of the training sessions.



Urban Ecology Framework

Graduate students in the Tufts University Department of Urban and Environmental Policy and Planning completed work on a preliminary Urban Ecology Framework document. The students drew together and analyzed the ecological land management actions outlined in Town plans. Their report also includes research into Arlington's landscape ecology and assessment of where the Town's biodiversity planning should be focused. Following this effort, DPCD was invited to become a pilot community for the global Nature Futures Framework (NFF). Run by the Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services (IPBES), the Nature Futures Framework is a methodology for discussing contesting values about nature and envisioning what kinds of futures are desirable for Arlington's urban ecology. The NFF was advanced through research and coordination with Tufts University and is anticipated to launch publicly in 2024.

Gas Leaks Task Force

DPCD is tasked with staffing the Town Manager's Gas Leaks Task Force. The work of the task force focuses on minimizing harms resulting from methane leaks in the natural gas utility system. The task force also coordinates efforts with the Town's Net Zero Action Planning to phase out fossil fuel use. In early 2023, the Select Board passed the Task Force's resolution calling on National Grid to set a timeline for fixing long-neglected major leaks in Arlington.

The Task Force includes representatives from DPCD, DPW (Engineering and Tree Division), Sustainable Arlington, Tree Committee, and Arlington Mothers Out Front. The task force organized and led a Gas Leaks Safari in June, attended by local legislators, Town Manager, Board of Health representative, visitors from other communities, and Arlington residents. Participants visited 4 large-extent gas leaks in different parts of town to learn about their impacts on neighbors, including a daycare program, as well as dead and dying street- and private trees.

The Task Force continues to monitor leaks and National Grid's reportage. Through public pressure, closer coordination amongst Town departments, and involvement of elected officials, the Task Force has succeeded in getting National Grid to repair its leaky pipes. The Task Force advocated for more municipal involvement in decision making at the Department of Public Utilities, which regulates National Grid, and submitted testimony in favor of SD.2603 H.3137. Arlington also maintained its leadership position on this issue through regional collaboration in the Multi-Town Gas Leaks Initiative.

Regional Resilience and Adaptation

Arlington is a member of three regional resilience collaborations: the Metropolitan Area Planning Council

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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.



Housing Initiatives

The Town of Arlington continued its strong support of affordable housing during 2023. With the adoption of the updated Housing Production Plan in 2022, DPCD has been advancing the affordable housing initiatives outlined in its 5-year Strategy Plan and had several major accomplishments this year. The adoption of the MBTA Communities Overlay District was a massive achievement for the Town and DPCD. This amendment, in part, will allow for as-of-right construction of multi-family housing units within certain districts and will provide a set of development incentives for building more inclusionary affordable housing units than is currently required.

In addition, DPCD continues to serve as Arlington's liaison with the North Suburban Consortium, an eight-community group that receives HOME funding from HUD to allocate to affordable housing and community development activities. The North Suburban Consortium completed the third year of its five-year consolidated plan. DPCD also participates in the Somerville/Arlington Continuum of Care, which 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.

Additionally, multiple development projects which include affordable housing units have continued to progress.

- A certificate of occupancy was issued for 882 Mass Avenue which includes 3 rental units of affordable housing.
- Construction continues at 1165R Mass Avenue, a 124-unit project, including 31 affordable units, which was granted a comprehensive permit in September 2021. The development is expected to be complete by Fall 2024.
- Demolition on 455-457 Mass Ave commenced; this project maintains ground floor commercial uses, while adding a second story with 13 housing units (including two affordable units).
- A Comprehensive Permit Application (40B) was approved for 1021-1027 Mass Ave, a 50-unit condominium development with 13 affordable homeownership units. Demolition has commenced.
- A Comprehensive Permit Application (40B) was filed and approved for 10 Sunnyside Ave, an HCA development project with 43 affordable rental housing units.
- An affordable Accessory Dwelling Unit at 40-42 Dorothy Rd. (owned by the Housing Corporation of Arlington) was approved and will add 1 affordable rental unit to the existing 2 units already on site. Construction is scheduled to begin in Spring 2024.

AFFORDABLE HOUSING TRUST FUND BOARD OF TRUSTEES

The Affordable Housing Trust Fund Board of Trustees (Board of Trustees) was established for the purpose of creating a separate fund "to provide for the preservation and creation of Community Housing in the Town of Arlington, as such term is defined in Section 2 of M.G.L. c.44B, the Community Preservation Act (CPA)."

The Board of Trustees acts on the powers set forth in M.G.L. Chapter 44, Section 55C. The eight-member Board includes one ex officio non-voting member, one member of the Select Board, at least one tenant who earns a low- or moderate-income and residents in subsidized housing and understands tenant issues, and at least two representatives of local housing organizations dedicated to the creation and maintenance of affordable housing. All voting members are residents or representatives of local housing organizations, and have experience in areas of expertise applicable to advancing the purpose and goals of the trust, such as real estate, social services, banking, law, etc.

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In 2023, the Trust began work in advancing the goals outlined in the recently adopted 5-year Affordable Housing Action Plan, which has specific recommendations and financial strategies for creating, preserving, and financing affordable housing in Arlington by leveraging Community Preservation Act, ARPA, and other local funding sources. Key activities completed by the Trust this year include:

- Applying for and being awarded \$370,000 in Community Preservation Act funds:
- The review and approval of two affordable housing applications from the Housing Corporation of Arlington including:
 - To commit up to \$260,000 to support the construction of an affordable Accessory Dwelling Unit (ADU) at 40-42 Dorothy Rd. which will be an all-electric, net-zero energy building.
 - To commit up to \$250,000 to support the construction of a 43-unit, 100% affordable rental housing development at 10 Sunnyside Ave.
- Formation of a citizen working group to study the creation of an Affordable Housing Overlay District. A preliminary proposal has been drafted and community outreach will take place during 2024.

COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM (CDBG)



This year, the Community Development Block Grant (CDBG) program supported public service programs, facilities and parks projects, and affordable housing improvements all intended to create safer, more accessible, and more inclusive spaces and opportunities, particularly for households earning a low or moderate income.

Several CDBG-funded public facilities and affordable housing projects were completed this year, including improvements to Caritas Communities' housing at Fessenden and Russell Terrace, the fire alarm system upgrade for Arlington Housing Authority's (AHA) Hauser Building, and the Robbins Memorial Flagstaff Plaza up-

grade/ADA accessibility project will be completed soon. The Hauser Building roof and air-handling system upgrades are underway as well as Housing Corporation of Arlington's (HCA) improvements to several of the locations in their housing portfolio.

In 2022-2023, CDBG funded eight public service agencies that assist low- and moderate-income-earning individuals and families with daily transportation, access to jobs, food security, scholarships to athletic and summer camp programs, tutoring services, access to mental health services, and adult day health services.

During National Community Development Week 2023, the Town showcased the work of community partners in serving Arlington residents in the areas of housing, human services, parks and public facilities, economic development, and the role of federal grants at the local level through news items and social media.

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. Subcommittees of the MPIC include the Historical and Cultural Resources Working Group. Previous subcommittees included the Mill Brook Study Committee, the Residential Study Group, the Zoning Recodification Working Group, and the Zoning Bylaw Working Group.

Historic and Cultural Resources Working Group

The Historic and Cultural Resources Working Group (HCRWG) completed a townwide Archaeological Reconnaissance Survey funded through a Community Preservation Act grant, as recommended in the *Historic Preservation Survey Master Plan (2019)*. With the help of the Town's consultants, the Public Archaeology Lab, the HCRWG mapped sensitive archaeological areas and documented archaeological resources for inventory with the Massachusetts Historical Commission. Public reports available on the Town website contain more information and further recommendations for best management practices to enhance protection of significant archaeological resources.

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

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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 (ABAC).

TAC was established in 2001 by the Select Board, which serves as the Traffic Authority for Arlington, to advise the Board on transportation matters.

2023 Major Activities

Eastern Avenue

Residents living near Eastern Avenue were concerned about traffic safety near Robbins Farm Park and Brackett School. The TAC working group has made several on-site observations, including at school arrival/dismissal times. They analyzed speed and volume data and recommended updates to the school zone signs as well as speed feedback signs near Robbins Farm Park.

Summer Street and Victoria Road Crosswalk

Safety issues were raised by residents related to the visibility of pedestrians in this crosswalk and TAC was asked to revisit the location. A prior TAC review resulted in expanding the No Parking zone to 40' prior to the crosswalk on the eastbound side of Summer St, but the working group is reviewing the sight distance of approaching vehicles to ensure safety. On-street parking activities drastically impact sight distance as well as the curve of the street limiting the view of pedestrians and drivers. The 40' no-parking area frequently has illegally parked cars blocking sight lines. Activity at the park and playing fields draws pedestrians frequently whether from the neighborhood or from people parking in the neighborhood and walking. As such, children are especially at risk. TAC recommended short-term improvements such as pedestrian flags, parking restrictions near the crosswalk, tree trimming and advance yield lines, as well as longer-term recommendations such as rapid flashing beacon assemblies.

Rawson Road and Broadway

The School Committee named this intersection as an area of concern due to the number of Gibbs students crossing Broadway and Rawson Road, and a failure of vehicles to stop at the stop sign on Rawson Road. TAC developed short-term recommendations such as installing a marked crosswalk across Rawson Rd, moving

the stop sign and stop bar to the standard 4' back from the crosswalk, and restricting parking at Rawson Road near the intersection to improve visibility of pedestrians and drivers. Long-term recommendations include narrowing the roadway width at Foster St at Broadway for a shorter crossing, and well as monitoring how the timing of the light at Broadway and River St may cause vehicles to divert down Rawson Rd.

Downing Square Signage

Over the years, the unusual right of way at the six-way intersection of Downing Square has been a frequent subject of discussion. TAC has studied and recommended improvements to this intersection in the past, and this year a working group took another look at the signage at the intersection. TAC sent a recommendation to the Select Board for several new signs to clarify to drivers that the vehicles coming from Park Avenue Extension do not stop.

Massachusetts Avenue and Appleton Street Parking Evaluation

TAC members with professional experience gave feedback on the parking study that was done near the intersection of Massachusetts Ave and Appleton St. They confirmed that it was done to industry standard and included a deeper level of analysis of the data and conclusions in order to provide the Select Board with further insight into the parking demand in the area.

Wellesley Road and River Street

TAC developed recommendations for improved pedestrian safety measures on River St, including supporting the decision to make River St a school zone. Some measures were recommended to reduce the potential conflict between different modes of transportation on Wellesley Rd, but the Committee did not support making Wellesley Rd a one-way street.

Dow Avenue and Rhinecliff Road

The committee made several recommendations to improve the visibility of the crosswalk at Dow Ave and Rhinecliff Rd near the Dallin Elementary School.

Crosswalk Flag Program

TAC has continued to monitor and maintain the pedestrian crossing flag program at 11 crosswalks in Arlington. Four other flag locations were considered, and flags were recommended for an additional crossing this year at Appleton St and Rhinecliff St.

Transportation Reviews for the Zoning Board of Appeals (ZBA)

The committee provided recommendations and comments on the 10 Sunnyside Ave Comprehensive Permit Application (40B) through the ZBA.

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BICYCLE ADVISORY COMMITTEE

The Arlington Bicycle Advisory Committee (ABAC) was appointed by the Select Board in 1996 to advise the Town on local bicycling conditions. The all-volunteer committee promotes all forms of safe bicycling on town roadways and the Minuteman Bikeway — from recreational riding to using the bicycle for transportation and errands. The Department of Planning and Community Development's Senior Transportation Planner staffs and regularly participates in ABAC meetings. There is also frequent participation by a police officer who is trained under the APD Cops on Bicycles with Education for Bicyclists (COBWEB) program. Monthly public committee meetings are either entirely on Zoom or hybrid. We welcome this flexibility as it allows more participation by those who cannot physically attend a meeting at Town Hall.

ABAC members continue to be engaged with other Town committees and community groups on matters of mutual interest. ABAC works with the Transportation Advisory Committee (TAC) on road transportation issues with a strong bicycling component, and the two committees have jointly hosted a booth for the last two Town Days. This year, we provided feedback to the Disability Commission on parking for adaptive bicycles, and are pleased to see this effort to make bicycling more inclusive. Beyond Town borders, ABAC has maintained relationships with the Lexington and Bedford bike committees, on matters pertaining to the Minuteman Bikeway, with joint meetings (generally two per year). We are looking to recommend harmonized policies for e-bikes and signage in the Bikeway. For the latter, we are investigating possible sources of funding to install various "courtesy" signs that would match those that Lexington has installed.

We are pleased to see increasing use of BlueBikes in Arlington and thank Town Meeting for its support. At the State level, we note the recent changes to State law that should make bicycling safer, including a 4-foot passing requirement for motorists, as well as improved crash reporting. The statewide advocacy organization, MassBike, provided over 200 lights that we were able to distribute at Arlington Town Day and other locations. We are exploring using existing ABAC funds to work with MassBike to facilitate bicycle education in elementary and middle schools.

We worked with the Town on several projects including the recently completed Mystic River to Minuteman Bikeway and Minuteman Bikeway planning studies, continuing work on the Mass Ave and Appleton Street Safety and Accessibility Project, and revising the bicycle lane design guidelines

(now 10 years old) to align with the new Connect Arlington Sustainable Transportation Plan and the Town's Complete Streets Policy. The Mystic River to Minuteman Bikeway project is moving forward, to include improvements to the Medford Street / Mystic Valley Parkway rotary, near the border with Medford. In a separate project, bike lanes will be installed on Medford Street east of Arlington Center. ABAC was delighted that the Select Board approved designs for the Mass Ave and Appleton Street Safety and Accessibility Project, which has been the site of a fatal crash as well as other serious crashes. We look forward to the engineering design/construction phase (likely 2025 construction season if funding is approved in 2024). This has been a long effort by many people, not least the family of the late Charlie Proctor.

In 2024, ABAC will be participating in further efforts to make cycling in and around Arlington a safe and pleasant experience that will encourage more people to take to the road on a bike and assist economic growth in Town. This can be done by bringing more visitors to the Bikeway for recreation and transportation as well as increasing the use of the BlueBikes system on our roads by commuters travelling to and from the Alewife MBTA station.

CONSERVATION COMMISSION

The Arlington Conservation Commission (ACC) is required by state and Town laws to protect and preserve land within its jurisdiction. 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. The ACC is composed of seven volunteer Commissioners and two volunteer Associate Commissioners. Members are appointed by the Town Manager with the approval of the Select Board. ACC is supported by the Environmental Planner & Conservation Agent at bimonthly meetings and onsite visits.

In 2023, ACC provided coordination, monitoring, permit review, and consultation on numerous residential, commercial, and municipal projects throughout Arlington. ACC regulations were updated after much deliberation and adopted in March 2023. Hearings were conducted on several major projects, including Thorndike Place, 1021 – 1025 Massachusetts Avenue, and aquatic management of Town water bodies. As is typical, the Commission held dozens of hearings for smaller private projects.

The ACC also protects and manages the Town's Conservation Lands and natural resources through

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collaboration with other entities and grants from various sources. This was an active year of engagement for the ACC. Commissioners addressed various environmental concerns, initiated key projects, and remained informed about local issues through collaboration and public outreach. Highlights are discussed below.

The ACC received two Community Preservation Act (CPA) grants and launched projects to preserve upper Mill Brook and to survey Town lands for invasive species. A feasibility study for the Mt. Gilboa conservation area was CPA funded in 2022 and begun this year. The Commission also played a lead role in the Cooke's Hollow revitalization planning process, the site being partly under ACC's ownership.

On May 2, 2023, the Arlington Conservation Commission and Park & Recreation Commission co-hosted a town-wide forum on the topic of artificial turf after having numerous discussions on the prospect of installing artificial turf at Poet's Corner. Discussion of the topic evolved, and Town Meeting convened an Artificial Turf Study Committee, on which the Commission has a voting member.

The Commission also conducted work with residents to maintain conservation lands and public open space through its Land Stewards program, which was reconvened and met several times in 2023. The popular Pink Plants invasive management program, which teaches the public to identify and remove invasive plants, was conducted under the umbrella of the Land Stewards (an all-volunteer group managed by the ACC).



Outside of the Robbins Library an educational display on common invasives found in Arlington.

ACC engaged Arlington 360 in discussion of the requirements of the Symmes Conservation Restriction and held several discussions about bringing the properties into compliance with the requirements of that document and the development's Special Permit. Updated surveys have been completed and a draft forest management plan has been reviewed. Next steps include abutter notices for encroachment issues.

The Commission supported a Boy Scout project to repair the boardwalk in Arlington's Great Meadows.

Water Bodies Update

ACC, through its Water Bodies Working Group

(WBWG), continued monitoring important water bodies in town, including Spy Pond, Arlington Reservoir, McClennen Detention Ponds, and Hill's Pond in Menotomy Rocks Park.

The WBWG contracted with SWCA (and the subcontractor Water & Wetland) for management of Spy Pond, including an assessment of the state of its aquatic vegetation. Spy Pond was effectively treated for curlyleaf pondweed in May and other invasives saw only limited growth following the treatment.

For more cost-effective invasive management at the Arlington Reservoir, a new vendor was contracted to handle the mechanical removal of invasive water chestnuts. The job was accomplished earlier this year. Following the mechanical removal, the WBWG coordinated with the Mystic River Watershed Association (MyRWA) to implement several volunteer opportunities where attendees manually removed hundreds of baskets of invasive plants. The combination of mechanical removal and hand-pulling substantially reduced the coverage of water chestnuts at the Reservoir.



Residents get their hands dirty removing water chestnuts from Arlington Reservoir.

Water & Wetland was contracted to manage Hill's Pond in the heavily used Menotomy Rocks Park, which suffers from water quality and invasive plant problems. The maintenance regime was successful through the summer months. Hill's Pond was closed due to a harmful algal bloom in July and early August, which was quickly addressed in collaboration with the Health Department. The WBWG will continue to regularly test the pond for harmful algae to help prevent closures due to blooms in 2024.

Regulation Update

ACC revised its wetlands regulations in 2023 for performance standards, permitting efficiency, and process clarity. Highlights of this update included Administrative Approval to help streamline permitting for minor projects, removing the exemption for utility projects, enhancing vegetation replacement requirements, and strengthening stormwater and climate change resili-

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ience requirements for projects that go through the full notice of intent process. ACC voted to adopt the revised regulations on March 16, 2023.

Liaison Appointments

ACC coordinated with other Town boards and committees in 2023, including the Open Space Committee, Park & Recreation Commission, and Tree Committee, and made formal appointments of liaisons to attend the meetings of those bodies.

Goals and Beyond

- 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.
- Improve the stewardship of conservation lands and waters through better coordinated land and aquatic management, including lessons learned through the adaptive management of Town properties including enhanced monitoring of harmful algal blooms.
- Collaborate with DPW and Recreation Department on re-establishing the no-mow area and supporting a CPA application for assessing sedimentation levels in McClenen ponds.
- Advance participatory public projects at Mt. Gilboa and upper Mill Brook.
- Support participation in the Artificial Turf Study Committee.
- 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 and habitat improvements.

ACC acknowledges the dedicated volunteer service of Pamela Heidell and Catherine Garnett, both of whom retired from the Commission in 2023. The ACC was very fortunate to have the benefit of these dedicated and knowledgeable Commissioners in deliberations for wetland permitting and in updating the Town's Wetland Regulations.

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 residents and representatives of key Town departments and commissions. The OSC is staffed by the Environmental Planner in the Department of Planning and Community Develop-

ment. The Committee prepares and implements Arlington's official Open Space and Recreation Plan (OSRP). The Committee meets monthly to support and initiate projects that protect, maintain, and promote the Town's open spaces and recreational resources. In addition, OSC works to raise broad-based community concerns and to advocate for the protection, stewardship, and appropriate uses of the Town's open spaces, natural resources, and recreational facilities.

The Committee's primary responsibility is the Town's Open Space and Recreation Plan, to implement and monitor its provisions and goals, and document accomplishments. The OSRP is a foundational document for all Town-wide planning and programs relating to parks, playgrounds, playing fields, natural resources, conservation land, sustainable development, climate resiliency, and other open space issues.

In 2023, the Committee provided publicity, printing, and distribution of the Open Space and Recreation Plan for 2022-2029. Public input was solicited on OSRP implementation priorities via participation in the Envision Arlington Annual Town Survey. The Committee shepherded two Community Preservation Act (CPA) projects for FY2024: the No Name Brook feasibility study and Orchard wayfinding signage. Community outreach efforts included an Eco-Week CPA project tour, the Heights Spring Fling, and planning for outdoor family programs.

The Committee partnered with Arlington's departments, boards, commissions, Town Meeting, community groups, and state entities on a variety of projects, including the Urban Ecology Framework, MBTA Communities, the Town's Stormwater Summit, Artificial Turf, Hill's Hill, Cooke's Hollow, Mt. Gilboa, Thorndike Place, Alewife Brook combined sewage overflows, the Massachusetts Open Space Conference, and acknowledgment of Ann LeRoyer's retirement as Chair.

Member Emily Nink retired from the Committee in 2023 at the end of her term. We thank her for her service.

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."

The Committee welcomed new member Johanna Meyer in 2023.

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 2023 Town Survey was administered between January and the end of March. The survey was primarily available online, with paper surveys available to those who needed them. A survey notice was mailed to 21,200 households as an insert to the Town's Annual Census mailing. About 2,000 responses were received, providing information about diversity, equity and inclusion in Arlington, education, voting, home heating, public land improvements, and Veterans' Services. Reports on the Town Survey from prior years are available at arlingtonma.gov/envision.

Task Group Highlights

Diversity Task Group

The Diversity Task Group (DTG) is a group of Arlington residents who are committed to making our town inclusive; to fostering awareness, community and action; and to creating a space where all voices are welcome.

Our members are engaged in dozens of DEI-related organizations and efforts in town. Bringing our diverse backgrounds and experiences, we meet monthly to engage, share and educate ourselves, operating under our member agreed upon guidelines for respectful dialogue. In between meetings, we connect regularly with email communications about Town and regional issues and events of interest.

During 2023 the Diversity Task Group membership:

- Established a new model for sharing responsibilities after conducting a direction and strategy effort. Key questions addressed during the effort included "what about DTG is important to you," "what does DTG need to be an effective organization," "what would you like DTG to be / do."
- Selected its appointee to the Arlington Civilian Police Advisory Commission.
- Participated in Town Day at the Envision Arlington tent.
- Invited representatives of Town organizations and committees with potential DEI influence and impact to share and discuss with our members. Special guests in 2023 included Andi Doane, Executive Director of Arlington Eats and Erica Schwarz, Director of the Housing Corporation of Arlington.
- Authored a letter of support for the Cli-

mate Futures Project, <https://www.climatefuturesarlington.org>.

- Attended a meeting of the Arlington Public Schools' Diversity Inclusion Groups to share and build connections.
- Participated in the selection of the Arlington Reads Together title, and supported Robbins Library in communicating events around the Program. DTG is the founder and an on-going contributor to Arlington Reads Together
- Continued to partner with Robbins Library to support a bi-monthly Social Justice Book Club to which all members of the community are welcome. Book Club title selections are announced in the Robbins Library monthly newsletter and through DTG communications.

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 2023 the following activities were undertaken:

- Financial Interview: Deputy Town Manager (Finance) Alex Magee
- Updated Governmental Primer "The ABC's of Arlington Government"
- Town Meeting Warrant Review: FRTG Members discussed ATM/STM Agendas
- New Growth Recognition and Override Projections: FRTG continued its ongoing review of the activities contributing to New Growth and the Town's use of Override funds.

Civic Engagement Group

A little more than two years old at the end of 2023, Envision Arlington's Civic Engagement Group has been exploring many ideas for outreach to members of the community and connecting people and various groups within the community. Though CEG formally hosted only one forum this year (a Warrant Article Workshop), more forums are in development for 2024.

Other Activities

- CEG supported a pilot effort to create precinct-level mutual-aid networks. This was done in Precinct 6, and the effort centered around providing assistance with snow removal. The effort was also done in collaboration with the Council on Aging.
- CEG made a formal request to members of the Select Board to provide a venue at which up to 2 members of the Select Board could meet with members of the community on a

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- regular basis.
- CEG had a small presence at Town Day, and we supported the outreach efforts of the Young Arlington Collaborative along with our own outreach efforts.
- Though we are still a relatively small group, we grew in 2023 primarily with the addition of residents for whom CEG was their first experience with an Arlington-based civic organization. To a large extent that is the mission that we wish to fulfill.
- There are no formal requirements for membership or for participation. Join us at our monthly meetings and/or interact with us via our Google Group (ceg_arlington_ma@googlegroups.com) whenever you want and for as long as you want. You can find more info on the CEG website.

Sustainable Arlington

Sustainable Arlington is one of three environmental task groups of Envision Arlington and is a chapter of the Massachusetts Climate Action Network (MCAN). 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 committee's website: sustainablearlington.org.

Sustainable Arlington continued to connect and collaborate with other climate and environment groups in Arlington and adjacent communities to support information and resource exchange. It also placed priority on expanding the opportunities for Arlington youth to participate in local climate and environment initiatives. In particular, Sustainable Arlington obtained approval from Arlington High School to award community service hours to students, including joint initiatives with other local environment groups.

2023 Key Areas

Carbon Countdown 2023, Sustainable Arlington's Co-Chair, Brucie Moulton, joined the planning team for Carbon Countdown 2023, organized by Sustainable Middlesex. This year's theme was "Onward! Reaching Our 2030 Climate Targets." Participants heard from Massachusetts Climate Chief Melissa Hoffer on the new administration's vision of equitable and sustainable climate policy and Senator Mike Barrett about connecting citizen activists to the legislative process. Breakout session on local initiatives that create a pathway to the Commonwealth's 2030 climate targets and included the following.

- *Biodiversity: Protecting Ecosystems, in our Backyard and Beyond*, David Morgan, Arlington Environmental Planner and Conservation Agent

- *Building Electrification: A Future Without Fossil Fuels*, Anne Wright, Building Electrification Accelerator Facilitator, and Bob Zogg, HeatSmart Alliance Facilitator
- *Networked Geothermal: Neighborhood Scale Heating and Cooling*, Zeyneb Magavi, Co-founder of HEET.org
- *Affordable Housing: Healthy, Efficient, Resilient*, Neal Mongold, Affordable housing architect and Housing Corporation of Arlington board member

Stop Private Jet Expansion at Hanscom or Anywhere. Sustainable Arlington supported and publicized the statewide movement led by Stop Private Jet Expansion (SPJE) to stop private jet expansion at Hanscom Field or anywhere. stopprivatejetexpansion.org/ MassPort, the independent public authority that owns Hanscom Field (as well as Logan and Worcester Regional Airport), is considering a developer's proposal to add 27 private jet hangars at Hanscom. This would triple the private jet capacity of the airport, adding space for up to 81 jets. Greenhouse gas emissions from expanded private jet travel would undermine the Commonwealth's net zero goals for 2030 and 2050 since private jets have the largest carbon footprint per capita of any form of travel. A single 2.5 hour flight emits roughly 20 tons of CO₂e, or 10 times as much CO₂e as a typical car emits in an entire year. Currently, private jets at Hanscom are used primarily for trips to luxury locations.

Environmental Updates

In 2023, environmental organizations in Arlington undertook several major efforts to improve environmental sustainability in Arlington. Sustainable Arlington worked with those organizations to publicize their activities and issues. Among these many worthwhile initiatives, we highlight two.

SGARs: Second-generation anticoagulant rodenticides (SGARs) led to the death of MK, one of Arlington's breeding pair of bald eagles, in February 2023. Save Arlington Wildlife, which Laura Kiesel had organized the previous year, became a strong voice for reducing or eliminating the use of these dangerous poisons. Save Arlington Wildlife has in the last year launched a campaign for the establishment of similar organizations in other municipalities as well as bringing the SGARs threat to the attention of the state legislature and recruiting Mass Audubon as an ally in this cause.

Local water quality: Save the Alewife Brook, an Arlington organization working to end the Combined Sewer Overflows from Cambridge and Somerville that continue to dump untreated sewage into Alewife Brook after even moderate rain events. The urgency of this work was underscored in the summer of 2023 when Alewife Brook overflowed its banks, exposing pedestri-

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ans and cyclists on the Alewife Path to raw sewage. Kristen Anderson and David White have taken the lead in pressing for the closure of CSOs. In December, the Select Board sent a letter to the state legislature calling for phasing out emissions of untreated sewage by 2035.

2023 has been a year of achievement for Sustainable Arlington and the Town's environmental community. We look forward to continuing the work next year.

Spy Pond Committee

The Spy Pond Committee arlingtonma.gov/spy-pond monitors the health of Spy Pond and assists the Conservation Commission and Department of Public Works with pond maintenance and public usage. In September, we returned to Town Hall Annex for in-person meetings. Committee members and volunteers including Arlington High School students, the Green Team, Scouts BSA Troop 313, and Arlington-Belmont Crew delivered 3,400 fertilizer flyers to households east of Massachusetts Ave. Volunteers will deliver fertilizer flyers to Precinct 1 and the remainder of Precinct 5 in 2024, thus completing our deliveries to Arlington households.

Attendance at Spy Pond Trails Day was excellent. Twenty bags of invasive plants and trash were removed. Cub Scout Packs 306 and 313 removed the remaining English Ivy from the hillside near Pleasant Street. Scouts BSA removed invasives and trash. AMC volunteers improved vistas and brushed-in the erosion-prone areas. The committee also planted 25 dogwood trees along the Rt. 2 path and arranged for watering during the summer. Tracey Petryshen and volunteers added 500 plugs to her shoreline restoration of 2019. Many of the plugs took hold, particularly pickerel weed at the waterline. Her report and photos were featured at Town Day. Another south basin household reported shoreline erosion to the Conservation Commission.

Gabi Ackermann completed her historical analysis of 13 years of water quality data. Tufts will release the data. A sediment depth map was started with QGIS and a 20' probe. The thickest sediment was near Elizabeth Island, 13' of sediment below 6.5' of water. UMass Extension analyzed the sediment, but better methods are needed. University of Oregon looked for seeds in the sediment, finding three viable seeds of Brittle naiad (*Najas minor*) and a viable seed of pale smartweed (*Persicaria lapathifolia*).

SWCA Environmental Consultants and Water & Wetland treated curlyleaf pondweed and Eurasian watermilfoil on May 19. They surveyed Spy Pond on May 19 and October 12. Eurasian watermilfoil was found the previous September. No milfoil has been found since the treatment.

There was no skating on Spy Pond this year. The mute swans had eight cygnets. On July 14-16 the adult swans and three cygnets left Spy Pond. The adults re-

turned in October. A barred owl was seen in Kelwyn Manor as well as frequent coyotes. Committee members observed Brittle naiad was restricted to the Kelwyn Manor shore along Sheraton Park and the SE bay. Spy Pond's bottom of sand, gravel, and muck may be a poor habitat for plant establishment. But once sufficient plants sink their roots, they can fill the littoral zone. The marsh on the west shore of Elizabeth Island has disappeared into Spy Pond. A dozen years ago it was a dense growth of phragmites. The Kelwyn Manor marsh is reduced in size particularly the east-end cattails. Phragmites continues to expand its area. A treatment is planned for next Fall.

Reservoir Committee

The Arlington Reservoir Committee continued to meet remotely for monthly business meetings. The Reservoir Committee held in-person project days at the Wildlife Habitat Garden from March through October. With the objective to mitigate invasive species, plant native species and continue to inform and engage community members in the Arlington Reservoir ecosystem.



Volunteer Water Chestnut Harvesting (July 8th by Daria Clark)

The habitat garden marked its thirteenth growing season. With volunteers, the Committee weeded out undesirable plants and removed much of the dried tall grass from the previous season. The effort concentrated work on the area near the fence, cutting back the Prairie Rose. On April 8th, the Boy Scouts with Jennifer Tidwell planted violets, Pennsylvania sedge, and other native species and repopulated the area near the fence to make a new path.



Boy Scout Troop 313 & J. Tidwell Autumn Light

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With Boston Area Returned Peace Corps volunteers (BARPCV), the Committee thinned flowers like Joe Pye Weed and Canadian Anemone for planting in the Ottoson woods. Tall grasses were cleared and new flowers planted. With help from the Jean Devine's Biodiversity Builders and affiliated Mystic Charles Pollinator Pathways group (July 27, 2023), the Committee began moving logs to surround the garden providing both habitat, a resting place, and blocking the growth of plants outside of the garden.



Mystic Charles Pollinator Pathways Group (July 27th), photo by Johanna Meyer.

Arlington Ecoweek (April 22nd) heralded the beginnings of invasive species removal starting with pulling of the mustard weed and burdock removal. The removal of water chestnut seeds from Arlington Reservoir's edge (April 8th). Water chestnut mechanical harvesting was in June this year. However, even after this harvesting new plants continued to come up.



Ecoweek Garlic Mustard Pull (April 22nd), photo by Johanna Meyer.

Volunteers organized by the Mystic River Watershed Association with the help of Charles River Canoe & Kayak sought to control this new growth. This was led by Daria Clark who reported that they had 10 events, about 200 volunteers and collected 1,050 baskets of WC plants. In addition, the Reservoir Committee co-organized a hand harvesting event on July 8 open to the public.

Arlington Reservoir had 75 naturalist observers report 325 species, including birds in 2023. Ebirds 2023 reports 151 bird species sighted at Arlington Reservoir. Fishbrain reports the most caught species at Arlington Reservoir are Largemouth Bass, Chain pickerel, and Bluegill.



MyRWA Water Chestnut Harvesting (July 8th) volunteers. Photo by Johanna Meyer.

More information about the committee's activities, along with photos, can be found at the Reservoir Committee website which includes a link for signing up for the committee's email list and contact information for volunteer groups: arlingtonreservoir.org/

The Arlington Land Trust maintains a stewardship fund for the work of the Reservoir Committee, this is mostly used for Wildlife Habitat Garden expenses. Those wishing to support this work can make a designated tax-deductible donation through the ALT website: arlingtonlandtrust.org/join-donate/.

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 distributions 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 2023 the Committee reviewed project applications for CPA funding in fiscal year 2024, hosted public applicant presentations, and successfully recommended fourteen projects 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 in 2023 for FY2024

Following the recommendation of the Committee, Town Meeting appropriated or reserved a total of \$2,883,077 in CPA funds in 2023 for FY2024 to support

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local community housing, historic preservation, open space, and recreation:

- 10 Sunnyside Ave: \$500,000
- Arlington Affordable Housing Trust Fund: \$370,000
- Leasing Differential Program for Arlington Tenants: \$30,634
- Hauser Building Roof Replacement: \$120,000
- Menotomy Manor Window Replacement Project, Ph.2: \$171,856
- Hills Hill Mountain Biking Trails: \$171,856
- Invasive Vegetation Removal: \$12,000
- Mill Brook Preservation (Buffer and Beautify): \$120,000
- 21 Pond Lane Feasibility Study: \$15,000
- No Name Brook Preservation Feasibility Study: \$20,000
- Orchard Signage (Find Your Way to the Orchard!): \$2,500
- Arlington Friends of Drama Building and Energy Upgrades and Repairs: \$187,750
- Document Digitization of Cyrus Dallin Papers: \$71,880
- Foot of the Rocks Battlefield Memorial: \$112,000
- Jason Russell House, Preservation Continued: \$73,573
- Town Hall Envelope Preservation, Phase 1 (Town Hall Clock Tower): \$228,144

Expenditures by CPA Program Area



PERMANENT TOWN BUILDING COMMITTEE

The Permanent Town Building Committee (PTBC) was established by the 1969 Town Meeting to oversee the design and construction of new buildings and major renovations for Town of Arlington properties. Please note that the Arlington High School building project is overseen by its own dedicated committee, and not by the PTBC. The PTBC is comprised of five registered voter 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 2023

While many pandemic-related factors in construction – supply chain issues, labor costs, materials and fuel costs, etc. – subsided somewhat in 2023, the challenges of renovating older and historic Town buildings loomed large throughout the year. The PTBC continued to oversee the completion of two important projects for the Town within the approved budgets and without further delay.

Central School (renovation)

Architect:	Sterling Associates
Owners Project Manager:	The Vertex
Companies	
Construction Manager:	Kronenberger & Sons
Restoration	
Project Budget:	
Construction:	\$ 6,878,273
Soft Costs*:	\$ 1,676,727
Total:	\$ 8,555,000

* soft costs include architecture, engineering, contingency, furniture, etc.

Funding History:

Initial Design:	\$ 400,000	2017
Town Meeting Article 34 5/3/2017 205-1		
Additional Planning and Design:	\$ 100,000	2018
Town Meeting Article 30 4/25/2018 207-1-2		
Construction:	\$ 8,055,000	2019
Town Meeting Article 58 5/8/2019 198-14		
Total:	\$ 8,555,000	

The renovation of the lower floors of the Central School, which was built in 1894 as the Arlington High School and is listed in the National Register of Historic Places, began in May 2020. An earlier renovation of the 3rd and 4th floors, housing the Arlington Center for the Arts, was completed a few years earlier. The current renovation serves the Council on Aging, the Senior Association, the Department of Health and Human Ser-

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VICES including Veteran's Services, and a wide variety of senior-oriented programs and services. The original schedule for the renovations was approximately twelve months, from May 2020 to May 2021, but for the reasons noted above, the schedule extended well beyond the planned ending date.

As of the writing of this report, the building is in full use and the project is in the final stages of the close-out phase. The following paragraph is from last year's report, but its recommendations still bear consideration:

Following this renovation project, the Town may consider future projects to address the remaining areas of this historic building that need attention. In particular, the building envelope including windows and brickwork may need restoration, upgrades or replacements. While these improvements are outside of the scope of the current project, they may be necessary to ensure that the building is energy efficient and structurally sound and will continue to serve the Town into the future.



Maple Street main entrance – new sign, entry, canopy



Library – ground floor.

Department of Public Works / Town Yard (renovation and new construction)

Architect:	Weston & Sampson
Owner's Project Manager:	Sydney Project Management
Construction Manager:	Commodore Builders
Project Budget:	
Construction:	\$ 40,068,197
Soft Costs:	\$ 7,052,027
Total:	\$ 47,120,224
* soft costs include architecture, engineering, contingency, furniture, etc.	

Funding History:

Initial Design:	\$ 1,050,000	2016
Town Meeting Article 36 5/16/2016 193-4		
Additional Planning and Design:	\$ 1,253,754	2018
Special Town Meeting Article 7 12/5/2018 180-9		
Construction:	\$ 29,900,000	2019
Town Meeting Article 58 5/8/2019 198-14		
Supplemental Funding 1:	\$ 8,900,000	2020
Special Town Meeting Article 23 11/30/2020 237-9		
Supplemental Funding 2:	\$ 5,416,470	2021
Town Meeting Article 56 5/17/2021 228-7		
Supplemental Funding 3:	\$ 300,000	
Funding from TOA Storm Sewer Rehab Account		
Supplemental Funding 4:	\$ 300,000	
Funding from TOA DPW Operating Account		
Total:	\$ 47,120,224	

As of the end of 2023, this construction project is entering its final phases. Building A renovations (the historic building on Grove Street) have been completed. Building B renovations (the building adjacent to Building A) are well underway, and the connector between Buildings A and B will move ahead shortly. Building C (vehicle storage) is essentially completed. Building D renovations (also vehicle storage, with a tall, peaked roof) are in-process and proceeding well despite the discovery of challenging latent conditions requiring additional remediation efforts. The Salt Shed is fully complete and filled with materials for the coming winter. And finally, the new Building E is open and occupied by Public Works and Inspectional Services staff.

The project was originally planned to be completed in the fall of 2023. However, due to numerous delays in 2022 and 2023, the PTBC now anticipates that the project will be completed in the spring of 2024. The project delays are attributable to a number of factors: newly discovered latent conditions, such as below-ground structures that required remediation and removal, poor or non-performance issues related to certain subcontractors, such as site work and miscellaneous metals, and poor performance of materials, such as windows in Buildings A and E. There will be a financial cost to these delays, but the PTBC is committed to limiting the

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Town's financial exposure as much as possible. The PTBC anticipates that Building E will earn LEED Silver Certification.



Site overview – Bldg A (on Grove Street), Bldg B (left side), Bldg C (right side).



Aerial view of Building D.



New Building E on Grove Street.



Vehicle storage in renovated Building C.



Brickwork and capstone renovations on Building D.



Deteriorating lintels to be repaired or replaced on Building D.



Exposed columns to be repaired and filled on Building D.

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ZONING BOARD OF APPEALS

In 2023 the Zoning Board of Appeals are prescribed in Massachusetts General Law, Chapter 40A, The Zoning Act, and also, as further clarified by the Town Zoning Bylaws, heard and rendered decisions on for thirty-eight (38) petitions. Since its inception in 1946 the Zoning Board of Appeals has heard and rendered decisions on over 3,700 appeals. Petitions heard by the Board include Variances, Special Permits, Appeals of the Decision of the Building Inspector, and Comprehensive Permits (Chapter 40B).

The Zoning Board of Appeals is comprised of five (5) regular members consisting of The Chair, four (4) appointees, and two (2) associate members. For a decision to be granted, the vote of the five (5) members of the Board must carry a supermajority or a simple majority, depending on the petition.

Petitions Heard by the ZBA	
Petitions Variance	5
Applications for a Special Permit	29
Appeals of the Building Inspector Decisions	2
Ammendments to Special Permits	0
Comprehensive Permits	2
Comprehensive Permit Hearing	17
Total Petitions filed with the clerk	45
Total Continued Hearings	19
Total Petitions withdrawn	8
Total Petitions sent to the ARB	7

All hearings are open to the public and are generally held on the second (2nd) and fourth (4th) Tuesday of each month, as needed. The meetings were formerly held in the conference room located on the second (2nd) floor of the Town Hall Annex and are now via Zoom links found on the Zoning Board of Appeals website at arlingtonma.gov/zba. All hearings are advertised for two (2) consecutive weeks and posted on the Town Clerk's Bulletin Board at least three (3) weeks prior to the hearing date. Hearings are posted on the Town website and abutters to the property are notified.

To receive ZBA Agendas by email, subscribe online at arlingtonma.gov/emailsubscriptions. 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, Arlington, MA.



4 Winslow Street, Arlington, MA 02474 p: 781-646-3400 f: 781-646-0496

ARLINGTON HOUSING AUHTORITY

The Arlington Housing Authority (AHA) is proud of its distinction as the single largest provider of affordable housing in Arlington.

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.

The Arlington Housing Authority manages 1,154 housing units and provides housing to over 1,500 residents and program participants. The AHA housing portfolio includes 520 units for the elderly and those with a disability under the age of 60 years old 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 427 Housing Choice Vouchers that help participants live in privately-owned dwellings throughout the community.

The Arlington Housing Authority currently has active tenants associations at Cusack Terrace and Winslow Towers. The presidents of these tenants associations hold monthly meetings with their residents in accordance with their bylaws. They also represent the residents of their developments at monthly meetings with AHA management. Through these meetings and others, tenant associations are able to advocate for their fellow residents in order that the AHA can better understand the needs of its resident population.

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.

Year in Review

In 2023, the Arlington Housing Authority continued to foster and expand collaborative partnerships that benefit its residents. The AHA was able to work

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with the Town of Arlington's Council on Aging and the Commonwealth in providing free COVID-19 Test Kits to residents. Additionally, the Council on Aging and Board of Health held flu vaccine clinics this past fall in addition to the normal services they provide our residents.

The AHA is also working with Minuteman Senior Services in applying to the Executive Office of Elder Affairs to expand the Supportive Housing program that currently exists at Drake Village to Chestnut Manor. If selected, Chestnut Manor residents will be provided access to a full-time on-site Minuteman Senior Services' Resident Service Coordinator and other supportive services including onsite activities, congregate meals, resident assessments, community resources, and referrals.

The AHA has continued to adapt to constantly evolving policies and procedures from EOHLC as well as adjusting to ongoing updates to the CHAMP centralized waitlist system as we work to fill units that become vacant. We have also worked to advocate for additional funding opportunities, as well as regulatory changes that will help the AHA and other Housing Authorities better serve its residents, participants, applicants, and staff. Through these opportunities and challenges, the AHA has been able to build on and identify areas in which it will be able to better serve its clients.

During 2023, the Arlington Housing Authority began and completed a number of capital improvement projects that are essential in the preservation and safety of the Authority's public housing portfolio. Many of these projects were completed through collaborative efforts with outside agencies. Following the fire at Chestnut Manor in January 2022, the AHA sought out ways to address potential health and safety concerns while also meeting other local, state and federal goals. In these efforts and through the help of Executive Office of Housing and Livable Communities (EOHLC) staff, we were able to connect with ABCD and Action, Inc through the LEAN program. These initial meetings between the AHA, EOHLC, ABCD, New Ecology and Action, Inc have resulted in several projects that have addressed outstanding capital improvements while also working towards energy efficiency and sustainability goals. Some of those improvements include the installation of over 230 Air Source Heat Pumps at Chestnut Manor and Winslow Towers, window and window slider replacements at Chestnut Manor, window replacements at Cusack Terrace and Drake Village, weatherization work at nearly every AHA development, heating system upgrades at Cusack Terrace, as well as water heating system upgrades at Winslow Towers that are currently in progress. These LEAN projects have not only improved the quality of life for our residents, but they will also have lasting impacts in the years to come because of the millions of dollars saved in capital improvement funding. We are so thankful to all those involved and look forward to continuing to identify ways to improve

energy efficiency, reduce carbon emissions and address sustainability concerns.

Cusack Terrace, 67 Units

8 Summer Street

All resident windows were replaced, weatherization upgrades were completed, and the buildings heating system was upgraded.

Winslow Towers, 132 Units

4 Winslow Street

Projects that were completed include the installation of Air Source Heat Pumps in all resident units and building envelope repairs. There is currently a water heater replacement project in progress that will utilize Air Source Heat Pumps that will provide energy efficiency while replacing the aging system currently in place.

Chestnut Manor, 100 Units

54 Medford Street

All windows and window sliders were replaced this year. Additionally, Air Source Heat Pumps were installed in all resident units and common spaces. These units like the ones at Winslow Towers will not only improve energy efficiency but provide heating and cooling to residents. As a result of these projects, which totaled over \$1.3 million, EOHLC Secretary, Edward Augustus, visited Chestnut Manor in December to view the upgrades as well as learn more about the innovative projects that the LEAN program and the Arlington Housing Authority are working together to complete.

The Federal Pacific Electrical Panel upgrade project is currently in process. All unit panels have already been replaced and the next phase involving the switchgear and transformer will begin in about a year.



Sec. Augustus visits Chesnut Manor.

Drake Village, 72 Units and the Hauser Building, 144 Units

37 Drake Road

This past year, the fire alarm and sprinkler system were upgraded at the Hauser Building and the fire alarm system at the Drake Village Cottages was upgraded. The Federal Pacific Electrical panels at the Drake Village Cottages were replaced and the Federal Pacific

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Electrical panels at the Hauser Building will start being replaced in the new year. The Creative Placemaking site improvement project was completed at Drake Village. The upgrades have resulted in more accessible pathways and connections to the Reservoir, additional sitting areas, a more accessible drop off area at the Hauser Building as well as the planting of over 20 trees and additional plants native to New England.

Additionally, the door replacement project at the Cottages will begin work in the next month and the roof replacement project at the Hauser Building will begin in early Spring. We are also in the planning stages to replace the parking lot and roadway at Drake Village, which will provide safer access for residents and the community that utilize Drake to get between the Bikeway, Reservoir and Mass. Ave.

Menotomy Manor, 179 Units Fremont Court

The Arlington Housing Authority completed a Deep Energy Retrofit feasibility study that included the replacement of windows at Menotomy Manor. The AHA is currently moving forward with the design of the window replacement and envelope repair portion of the larger Deep Energy Retrofit. The AHA is working with EOHLIC, Rocky Mountain Institute, MassSave and other agencies to secure additional funding for the rest of the project. Once completed, the Deep Energy Retrofit will result in these buildings being carbon neutral and potentially passive house certified. The AHA anticipates construction for window phase of the project to begin in the early summer of 2024.

The AHA also completed a weatherization project to add and replace insulation at Menotomy Manor. Additionally, the AHA was able to add parking spaces for residents and complete a snow guard project for the Life Skills Center roof.

998 Mass. Ave. Special Needs Housing

The elevator lift was replaced this past year. A project to complete the first-floor bathroom renovation is currently in the design phases and once completed will make that bathroom ADA accessible for residents of the Donnelly House.

New Development at 54 Medford Street Special Needs Housing

The AHA is currently in the design phase for the creation of a new special needs housing development in front of Chestnut Manor off Medford Street.

Community Partnerships

The 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 of our residents has improved. We are hopeful that we will be able to expand this program to Chestnut Manor.

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 since its inception. APD has also provided training for senior housing residents about elderly scams and identity theft. Additionally, the AHA has been collaborating with the fire prevention team at Arlington Fire Department to bring fire prevention and safety training sessions to the developments. It has resulted in residents better understanding protocols and steps they can take to reduce the risk of fires.

The Board of Health and Council on Aging provide essential supports to our residents in a normal year through their Social Workers as well as through blood pressure clinics, flu clinics and more. Throughout COVID-19, they ensured our residents had sufficient resources, access to the flu vaccine and other medical resources like testing kits..

The AHA enjoyed working with APD again on National Night Out. We also enjoyed celebrating our 75th anniversary with our residents at our annual cookouts held at each senior development. We also enjoyed returning to Town Day and look forward to participating in years to come. The AHA also held its annual holiday event for Menotomy Manor residents and looks forward to working with Santa, APD, AFD, Toys for Tots, Arlington Elks, Park Ave Congregational Church and others.

There were also collaborative events and services that resulted from partnerships between the AHA and Arlington DEI, AYCC, Fidelity House, Boys & Girls Club, Arlington Parks & Rec, Council on Aging, Family Access, Plants for a Purpose, Arlington EATs, Food Link, Arlington Veterans Services, the Bedford VA and others. We are thankful to all of these agencies and look forward to building on these relationships and creating new ones that will improve the quality of life for our residents.

The Arlington Housing Authority is also proud to have received the MassNAHRO Outstanding Agency Award for the Operation Success program. Operation Success Learning Center offers free academic assistance to middle and high school students living in the Menotomy Manor. It is staffed by volunteer teachers from Arlington Public Schools and is currently run by Kim Serra and Janet Maguire.



AHA receives award for Operation Success.

The AHA is proud of its new partnerships and programs as well as its existing ones. They have made a major impact on supplementing AHA efforts, as well as helping residents age in place and move towards self-sufficiency.

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 well as in other projects that benefit residents and improve 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.

The Lamplight Women's Literacy Center is an ESL program run by Lisa Chiulli Lay. It provides adult residents at Menotomy Manor the opportunity to attend beginner and intermediate English classes.

Women's Money Matters is a new financial literacy program that is available to women at all of the AHA properties.

Family Access is a program for children up to 9 years old. It provides programs and supports for families and children to help them navigate and work towards developmental benchmarks.

The Arlington Center for the Arts is a new program that provides classes and activities for residents at Cusack Terrace and Winslow Towers.

The Giving Tree is another new program at Drake Village that provides activities and classes for residents.

The AHA also entered into a new partnership with Minuteman Senior Services to bring the SHINE program to its residents. This program provides residents with assistance navigating Medicare and other related health insurance processes to ensure they have the

medical coverage they need.

Organizations from the local community including Saint Vincent de Paul, Arlington Elks, Knights of Columbus, Housing Corporation of Arlington, High Rock Church, Calvery Baptist Church, Park Ave Congregational Church, Saint Agnes, Toys for Tots, Food Link, and Arlington EATs and others have continued to provide important services and products for residents including rental assistance, food, clothing, gifts during the holidays, and other essential supplies. We are grateful to them and their 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

A continuing challenge for the AHA and state-aided public housing industry is the demand and need of funding for capital improvements and day to day operations. 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.

EOHLC provided the AHA with \$905,841 in its annual Formula Funding for 2023. Formula Funding is provided to fund capital improvements at Local Housing Authorities. This funding, which is provided for the AHA's entire public housing portfolio, is not enough to fund all high priority capital needs of its aging buildings as well as meet ADA and other needs expected by residents. To address gaps in funding needs, the AHA routinely applies for funding through outside sources including but not limited to CPA, CDBG, and other special funding sources through EOHLC. The AHA has also made efforts to work with ABCD and Action, Inc to complete projects through the LEAN program.

The majority of the AHA's limited operating budget comes from the rent receipts generated from family and senior public housing tenants. These funds are used to fund staff positions, expenses associated with office and maintenance operations as well as extraordinary expenses which fund the replacement of vehicles, machinery, tools, and other items essential to AHA operations. The average monthly rent and state subsidy for our largest types of public housing, Ch. 200 (Menotomy Manor) and Ch. 667 (Chestnut Manor, Cusack Terrace, Drake Village, Mystic Gardens, and Winslow Towers), are as follows:

COMMUNITY DEVELOPMENT

Ch. 200 Family Housing (179 Units)	
2023 Average Monthly Rent Per Household	State Subsidy
\$712.54	\$122.96 per month/per household

Ch. 667 Elderly & Non-Elderly Disabled Housing (520 Units)	
2023 Average Monthly Rent Per Household	State Subsidy
\$460.67	\$49.80 per month/per household

Total - Ch. 667 + Ch. 200 + Ch. 705 (700 Units)	
2023 Average Total Monthly Rent	Total Monthly State Subsidy
\$367,656.50	\$47,952.08

*Because Arlington is on a centralized wait list, the Housing Choice Voucher 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.

Administrative Services

The Authority continues to be a member of the centralized waitlist at www.affordablehousing.com. The list is open to all prospective applicants daily. Arlington residents are given a preference. The AHA's website, www.arlingtonhousing.org, provides valuable information to those wishing to learn more about the AHA and its programs. Applications for housing can be completed through online links, downloaded from our website or picked up at the main office.

Wait Lists

Through EOHLIC's state-aided public housing waiting list, Common Housing Application for Massachusetts Public-Housing (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.

The current number of applicants on each of our program waitlists are as follows.

Stated-Aided Elderly/Handicap One Bedroom Units
Total: 8,577 applicants

State-Aided Family Two- and Three-Bedroom Units
Total: 30,017 applicants

Massachusetts Rental Voucher Program Waitlist
Total: 14,060 applicants

Housing Choice Voucher (Section 8) Wait List
Arlington Applicants: *442

MODERATOR



A view of in-person fall Special Town Meeting, October 2023.

Spring Town Meeting

Annual Town Meeting in April-May 2023 marked Arlington's long-awaited return to in-person Town Meeting at Town Hall after three years of remote meetings during the COVID-19 pandemic. Prior to the start of the Annual Town Meeting, an orientation for new Town Meeting Members was organized by fellow Members.

While many Town Meeting Members were delighted to meet again in person, there were some concerns about the ability to conduct an in-person Town Meeting safely, especially for those with elevated health risks. The Moderator consulted with the Public Health Director, Health & Human Services Director, ACMi, Town Clerk, Town Counsel, and Town staff to develop a plan to accommodate participants with elevated health concerns. In addition to the floor of the Town Hall auditorium where participants have traditionally been seated, the plan allowed Town Meeting Members to participate from new locations for greater distancing:

- the center balcony in the Town Hall auditorium
- a nearby satellite room in the Town Hall Annex

Jean Flanagan – Arlington's Poet Laureate – delivered a heartfelt invocation, drawing inspiration from the Irish poet John O'Donoghue to set a harmonious tone for the proceedings.

Annual Town Meeting, whose Warrant covered 69 articles, was held from April 24 to May 15 over 7 evenings, significantly shorter than the Annual Town Meetings conducted remotely during the pandemic. Notable articles included:

- vigorous debate over the appropriation for the Minuteman Regional Vocational Technical High School (Article 44, passed 203-20)
- Town Bylaw amendment allowing self-service operation at gas station dispensing pumps (Article 6, passed 122-107)
- formation of the Artificial Turf Study Committee (Article 12; the study committee passed 143-81 while the moratorium failed 106-122; this question was divided by the Moderator into two parts due to procedural complexities)

A Special Town Meeting was embedded within the Annual Town Meeting on May 3, covering 3 articles. This included an article on the formation of the Hybrid Town Meeting Study Committee to be tasked with studying the feasibility of conducting future Town Meetings in a hybrid format, combining both in-person and remote participation (Article 2, passed 183-33 with 1 abstention).

Arlington Town Meeting 2023 : Progress



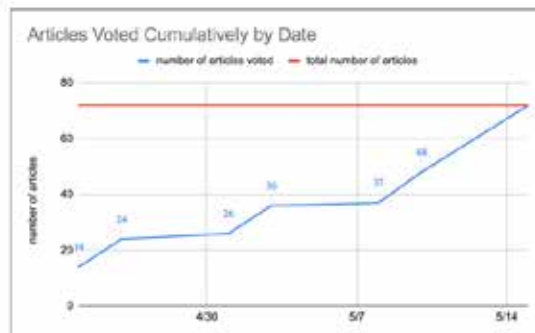
Compiled by Arlington Town Moderator, Greg Christiana
 shortlink: arlingtonma.gov/TownMeetingProgress

If you have any questions, or to report any issues, email: GChristiana@town.arlington.ma.us
 Information in this dashboard is updated within 10 minutes of the close of voting on each motion.

y = passed / completed
 n = failed
 t = tabled; p = postponed

Article #	Motion	Status	Date
1	Elect by Ballot	y	4/1
2	State of the Town Address	y	4/24
3	Reports of Committees	y	5/15
4	Appointment of Measurer of Wood and Bark	y	4/24
5	Election of Assistant Town Moderator	y	4/24
6	Bylaw Amendment: Conversion of Gas Station Dispensing Pumps to Self Service Operation	y	4/24
	Land Amendment	y	
7	[No Action] Bylaw Amendment: Parking Disclosure Requirement	y	4/24
8	[No Action] Bylaw Amendment: Medical Anti-Discrimination Bylaw	y	4/24
9	Bylaw Amendment: Stenographic Record of Town Meeting	y	5/3
	Badik Substitute Motion	y	
10	Bylaw Amendment: Vote: Municipal Opt-In Specialized Stretch Energy Code	y	4/24
11	[No Action] Vote: Establishment of Civic Participation Study Group	y	4/24
12	Part 1 of 2: Artificial Turf on Town Land – Study Committee	y	5/10
12	Part 2 of 2: Artificial Turf on town Land – Moratorium	n	5/10
	Melolchik Substitute Motion	n	

Articles Completed	Articles Remaining	Articles Total	Sessions	Progress	Articles Completed by Date	cumulative	
72	0	72	8	100.0%	4/24	14	14
					4/25	10	24
					5/1	2	26
					5/3	10	36
					5/6	1	37
					5/10	11	48
					5/15	24	72



2023 Annual Town Meeting Progress

Fall Special Town Meeting

A second Special Town Meeting was conducted in October. Town Meeting traditionally begins on a Monday, but the Select Board opted for a Tuesday start date due to scheduling and venue constraints. Bake sales returned to Town Meeting to the delight of participants. The Warrant covered 15 articles which were deliberated over 4 nights.

Among the several zoning articles in the Warrant, the most significant was the MBTA Communities Overlay Districts (Article 12). This article sought to create 2 multi-family housing overlay districts: the Massachusetts Avenue/Broadway Multi-Family (MBMF) Overlay District and the Neighborhood Multi-Family (NMF) Overlay District. 13 amendments were offered by 9 Town Meeting Members to amend the recommended vote of the Arlington Redevelopment Board; one of those amendments passed, 11 failed, and one was withdrawn. The article was deliberated for about four hours over two evenings, passing 189-35.



MBTA Communities Overlay Districts (Article 12)

Updated Town Meeting Practices

For the first time, Arlington Town Meeting used electronic handsets in the 2023 Annual Town Meeting for Members to request to speak, extending the functionality of the same handsets that had been used for electronic voting in past years when participating in person. This allowed Members to request to speak in an equitable manner across all three participating locations, as this was the first time multiple rooms have been used for participants at an in-person Arlington Town Meeting. Also, the use of handsets for speaking requests allowed the speaker queue to be displayed publicly at the meeting.

The Moderator – in consultation with the Town Clerk, Town Counsel, and the Town Meeting Procedures Committee – published the document “Town Meeting Guidelines” in early October to consolidate in one convenient place the documentation of rules, procedures, and guidelines relating to Town Meeting.

The Special Town Meeting in October was the first

time that Town Meeting Members could submit questions and speaking requests in advance of the meeting. This method was introduced by the Moderator specifically for Article 12 – MBTA Communities Overlay Districts – in anticipation of the high demand for speaking requests as well as to share Members’ questions publicly in advance. The Moderator is considering whether to continue the practice for articles at future Town Meetings.

Newly Formed Town Committees

Town Meeting voted to establish two new committees in 2023:

- The Hybrid Town Meeting Study Committee, whose voting members are appointed by the Moderator, includes members with years of experience at Town Meeting, strong technical backgrounds, and experience addressing accessibility issues for people with disabilities. The committee started meeting in November.
- The Artificial Turf Study Committee, with members appointed by various appointing authorities, started meeting in December.

Acknowledgements

A debt of gratitude is owed to the Town Clerk, Town staff, ACMi staff, and volunteers who made the 2023 Town Meetings possible. Many thanks to Town Meeting Members who adapted gracefully and patiently to evolving procedures and protocols as we returned to Town Meeting in person at Town Hall with some innovative adjustments to time-tested traditions. Thanks also to all the volunteers who serve on Town committees. In particular, Town Meeting looks forward to seeing the recommendations that the Hybrid Town Meeting Study Committee may offer in the future to allow it to be more inclusive while preserving the important traditions, collegiality, and decorum that have made Town Meeting a venerable and effective institution of local democracy.

LEGISLATIVE

2023 TOWN MEETING MEMBERS

Precinct 1

Vincent C. Baudoin	56 Silk Street	2026
Marian E. King	122 Decatur St, 4	2026
Jordan Remy	186 Gardner St B-6	2026
Jeffrey Kegan Sullivan	58 Silk Street	2026
Rebecca Davis-Carden	25 Wheaton Road	2025
Charles K. Hartshorne	11 Marrigan Street	2025
Joanna Asia Kepka	17 Silk Street	2025
Paul Townsend Marshall	14 Yale Road	2025
Gregory D. Dennis	19 Wheaton Road	2024
Rebecca Persson	15 Fremont Street	2024
Stephen A. Revilak	111 Sunnyside Avenue	2024
Peter Young	10 Wellesley Road	2024

Precinct 2

Peter M. Gast	36 Margaret Street	2026
Aimee I. Lim-Miller	75 Bay State Road	2026
William J. Logan	5 Mary Street	2026
Jennifer Amy Roderick	6 Pioneer Road	2026
Samit Chhabra	26 Spy Pond Parkway	2025
Anne Clarke-Lauer	5 Roanoke Road	2025
Peter J. Fiore	58 Mott Street	2025
Brendan M. Sullivan	319 Lake Street	2025
Stephen W. DeCoursey	7 Cheswick Road	2024
Mark W. McCabe	4 Dorothy Road	2024
Maxwell B. Palmer	1 Roanoke Road	2024
Robert V. Rossi	27 Colonial Drive	2024

Precinct 3

Eben Kimball Miller	58 Waldo Road	2026
Scott Mullen	68 Henderson Street	2026
Susan Della Stamps	39 Grafton Street	2026
Courtney Urick	11 Teel Street	2026
Jennifer Rae Litowski	76 Oxford Street	2025
Robert P. Marlin	11 Cross Street	2025
Stacie Nicole Smith	9 Henderson Street	2025
Jennifer R. Susse	45 Teel Street	2025
Lenard T. Diggins	8 Windsor Street, #1	2024
Adam J. B. Lane	77 Grafton Street	2024
Amos W. Meeks	25 Lee Terrace	2024
Nandana M. Mewada	53 Winter Street	2024

Precinct 4

Ashley Dickson	45 Magnolia Street	2026
Dorit Peleg Mazor	12B Fairmont Street	2026
Michele J Phelan	135 Thorndike Street	2026
Arthur P. Prokosch	45 Fairmont Street	2026
Chad Daniel Gibson	35 Varnum Street	2025
Nawwaf W. Kaba	9 Thorndike Street	2025
Mary G. Kowalczyk	15 Lafayette Street #1	2025
Alham Saadat	62 Magnolia Street	2025
Ezra Fischer	32 Thorndike Street	2024
Judith E. Garber	130 Mass. Ave. #2	2024
Clarissa Rowe	137 Herbert Road	2024
Ethan P. Zimmer	18 Lake Street, #3	2024

Precinct 5

Joseph Ellis Barr	24 Park Street #2	2026
Andrew S. Greenspon	89 Palmer Street	2026
Phedjina Jean	113 Medford Street #2	2026
Brian C. McMurray	4 Park Street Place	2026
Catherine Louise Farrell	76 Park Street	2025
Patrick M. Hanlon	20 Park Street	2025
Christa M. Kelleher	153 Medford Street #2	2025
Jo Anne Preston	42 Mystic Lake Drive	2025
Adam Edward Badik	1 Beacon Street	2024
Karen Elizabeth Kelleher	57 Beacon Street	2024
Benjamin Isaac Rudick	40 Webcowet Road	2024
David F. Swanson	21 Dartmouth Street	2024

Precinct 6

Andrew S. Fischer	25 Lombard Road	2026
Aram G. Hollman	12 Whittemore Street	2026
John Gabriel Knoll	44 Newcomb Street	2026
Caitlin E. Monaghan	44 Newcomb Street	2026
James Ballin	30 Swan Place	2025
Alexander Franzosa	22 Marion Road #2	2025
Daniel Jalkut	17 Randolph Street	2025
Christine Morgan Noah	210 Mass. Ave #5	2025
Charles E. Blandy	58 Lombard Ter. #2	2024
Anna J. Henkin	11 Marion Road #1	2024
Jill Snyder	276 Mass Ave #305	2024A
Lesley A. Waxman	60 Pleasant St #312	2024

Precinct 7

Ellen Ann Aamodt	64 Grafton Street	2026
Susan B. Donnelly	36 Amherst Street	2026
Phil E. Goff	94 Grafton Street	2026
Christopher P. Loreti	56 Adams Street	2026
Mary Claire Malek-Odom	19 River St #2	2025
Laurence J. Slotnick	94 Grafton Street #2	2025
Betty J. Stone	99 Harlow Street #1	2025
Rebecca J. Younkin	30 Harlow Street #2	2025
Sheri A. Baron	10 Raleigh Street	2024
Jane Biondi	50 Wyman Street	2024
Roderick John Holland Jr.	88 Grafton St	2024
Marc E. Lefebvre	89 Bates Road	2024

Precinct 8

Eric L. Baatz	15 Hopkins Road	2026
Stephanie K. Ford-Weems	12 Lockeland Ave	2026
Elizabeth May Pyle	66 Gloucester Street	2026
John L. Worden III	27 Jason Street	2026
Carol L. Band	57 Bartlett Avenue	2025
John D. Leone	51 Irving Street	2025
Joshua Lobel	73 Jason Street #2	2025
Laura M. Wiener	73 Jason Street	2025
Mary Ellen Aronow	22 Addison Street	2024
Sharon Grossman	16 Peabody Road	2024
Irwin S. Grossman	16 Peabody Road	2024
Janice M. Pagliasotti	11 Temple St, Unit A	2024

LEGISLATIVE

2023 TOWN MEETING MEMBERS

Precinct 9

Elizabeth A. Ferola	118 Warren Street	2026
Linda Hanson	11 Webster Street	2026
Mark H. Kaepplein	11 Palmer Street	2026
Jonathan Wallach	11 Webster Street	2026
Mona Mandal	14 Water Street #2	2025
Beth Melofchik	20 Russell Street	2025
Paul Schlichtman	47 Mystic Street #8C	2025
Rieko Tanaka 4	7 Mystic Street #8C	2025
Alexander G. Bagnall	10 Wyman Street	2024
Elizabeth A. Carlton-Gysan	268 Broadway	2024
Jennifer Lyn Mansfield	44 Franklin Street	2024
A. Michael Ruderman	9 Alton Street	2024

Precinct 10

Peter B. Howard	12 Woodland Street	2026
Christian M. Klein	54 Newport Street	2026
Michael J. Quinn	15 Shawnee Road	2026
Mustafa Varoglu	26 Shawnee Road	2026
Elizabeth H-B Dray	130 Jason Street	2025
Beth M. Elliott	98 Highland Avenue	2025
Rebecca G. Gruber	215 Pleasant Street	2025
Sanjay S. Newton	32 Ottawa Road	2025
Eugene B. Benson	16 Hillsdale Road	2024
Barbara M. Costa	26 Woodland Street	2024
Charles T. Foskett	101 Brantwood Road	2024
Jane L. Howard	12 Woodland Street	2024

Precinct 11

Kristin L. Anderson	12 Upland Road West	2026
Lynette Culverhouse	24 Draper Avenue	2026
Gary O. Goldsmith	91 Beverly Road	2026
Matthew Dean Miller	42 Columbia Road	2026
Laura J. Fuller	219 Crosby Street	2025
Ian Goodsell	193 Mystic Street	2025
Judson L. Pierce	42 Draper Avenue	2025
Robert Radochia	45 Columbia Road	2025
Charles Carney	2 Kimball Road	2024
Edward Miracco	6 Frost Street	2024
Carroll E. Schwartz	20 Robin Hood Road	2024
Paulette Schwartz	20 Robin Hood Road	2024

Precinct 12

Juliana H. Brazile	56 Coolidge Road	2026
Eric D. Helmuth	33 Grandview Road	2026
Caroline H. Murray	95 Glenburn Road	2026
Sanjay S. Vakil	74 Scituate Street	2026
Benjamin B. Ames	14 Hawthorne Avenue	2025
Larry F. Dieringer Jr.	11 Coolidge Road	2025
James E. DiTullio	31 Fountain Road	2025
Gordon Jamieson Jr.	163 Scituate Street	2025
Robin L. Bergman	320 Park Avenue	2024
Lisa A. Bielefeld	132 Mt. Vernon Street	2024
Robert J. Jefferson	27 Park Circle	2024
Jeffrey D. Thielman	37 Coolidge Road	2024

Precinct 13

Nancy A. Mara	63 Epping Street	2026
Michelle M. Orfanos	19 Moccasin Path	2026
Lee Madison Poage	10 Cherokee Road	2026
Priya S. Sankalia	253 Pheasant Avenue	2026
Barbara Doyle Atkins	104 Ronald Road	2025
Paul Bayer	15 Oldham Road	2025
David F. Good	37 Tomahawk Road	2025
Joseph W. Kerble	92 Morningside Drive	2025
Kirsi C. Allison-Ampe	2 Governor Road	2024
Elizabeth R. Exton	231 Washington Street	2024
Zachary P. Grunko	21 Old Middlesex Path	2024
Annie LaCourt 4	8 Chatham Street	2024

Precinct 14

Guillermo S. Hamlin	1228 Mass. Ave. B	2026
Diane M. Mahon	23 Howard Street #2	2026
Mark B. Rosenthal	62 Walnut Street	2026
Carol Anne Svenson	34 Robbins Road	2026
Amy R. Goldstein	29 Albermarle Street	2025
Alan H. Jones	1 Lehigh Street 2	2025
Christopher B. Moore	80 School Street	2025
Brendan Francis O'Day	48 Walnut Street	2025
Elisabeth Carr-Jones	1 Lehigh Street	2024
Wynelle A. Evans	20 Orchard Place	2024
John F. Maher	990 Mass. Ave. #44	2024
Michael W. Stern	10 Farmer Road	2024

Precinct 15

Josephine Babiarz	59 Edgehill Road	2026
Frank J. Ciano	65 Woodside Lane	2026
Ann V. Fitzgerald	162 Summer Street #1	2026
Carl Andrew Wagner	30 Edgehill Road	2026
Christine C. Carney	98 Richfield Road	2025
Leba Heigham	82 Richfield Road	2025
Engjellushe Kozeli Mozina	155 Summer Street	2025
Amy H. Speare	118 Ridge Street	2025
Mary Ellen Bilafer	59 Cutter Hill Road	2024
Michele N. Desmond	31 Radcliffe Road	2024
BethAnn Friedman	10 Hazel Terrace	2024
Topher Heigham	82 Richfield Road	2024

Precinct 16

Andrew Brody	11 West Street	2026
Gina M. Carme	55 Claremont Avenue	2026
Kevin P. Koch	100 Florence Avenue	2026
Jamie Lloyd McSweeney	169 Park Avenue	2026
Lauren V. Boyle	28 Hillside Avenue	2025
Alyssa Rosen Saunders	21 Oakland Avenue	2025
Joseph Solomon	128 Appleton Street	2025
Barbara Thornton	223 Park Avenue	2025
William Brooks Harrelson	27 Ashland Street	2024
William James Kenney Jr.	28 Wilbur Ave	2024
Marvin Lewiton	18 West Street	2024
Sandra M. Mostajo	191 Park Avenue	2024

A = appointed to fill vacancy

LEGISLATIVE

2023 TOWN MEETING MEMBERS

Precinct 17

Hila Bernstein	214 1/2 Summer Street	2026
Xavid Pretzer	44 Grove Street	2026
Gwendolyn A. Richter	12 Brattle Place	2026
Donnarose Russian	17 Laurel Street	2026
Michael Jacoby Brown	10 Brattle Terrace	2025
Angela M. Olszewski	1 Watermill Place #428	2025
Allan Tosti	1 Watermill Place #419	2025
Susan D. Webber	1 Watermill Place #212	2025
Joshua W. Arnold	56 Bow Street	2024
Laura B. Gitelson	56 Bow Street	2024
Ann M. LeRoyer	12 Peirce Street	2024
Amy L. Slutzky	1 Watermill Place #407	2024

Precinct 18

Nancy Lehrman Bloom	169 Sylvia Street	2026
Steven Moore	64 Piedmont Street	2026
Carolyn M. Parsons	23 Brewster Road	2026
Brian Terence White	21 Piedmont Street	2026
Shirley M. Canniff	71 Hathaway Circle	2025
Kristin Jeanne Greeley	283 Oakland Avenue	2025
John V. Hurd	242 Hillside Avenue	2025
David Levy	95 Rhinecliff Street	2025
Jamie Jacee Fisher	111 George Street	2024
Jon Gersh	24 Kipling Road	2024
Gilbert Irizarry	42 Standish Road	2024
Charles Reese Wescott	15 Kipling Road	2024

Precinct 19

Melanie C. Brown	14 Skyline Drive	2026
Elaine M. Crowder	2 Glenbrook Lane, #17	2026
John Hickman	63 Dothan Street	2026
Edward Trembly	76 Wright Street	2026
Flynn C. Monks	14 Wright Street	2025
Matthew Stephen Owen	164 Forest Street	2025
Susan Ryan-Vollmar	67 Overlook Road	2025
Montserrat Zuckerman	4 Gay Street	2025
Neva Corbo-Hudak	100 Overlook Road	2024
Christine P. Deshler	65 Huntington Road	2024
Doralee Fleurant-Heurtelou	133 Newland Street	2024
Claire Johnson	84 Wright Street	2024

Precinct 20

Adam Auster	29 Lanark Road	2026
Maureen E. Gormley	1250 Mass. Avenue	2026
Martin Heermance	14 Selkirk Road	2026
Kristin Pennarun	1261 Mass. Ave., #2	2026
Curtis Alan Connors	46 Tanager Street	2025
Samantha R. Dutra	69 Appleton Street	2025
Nora J. Mann	45 Wollaston Avenue	2025
Michaela C. May-Klughaupt	29 Aberdeen Road	2025
Dean E. Carman	29 Kilsythe Road	2024
Peter T. Fuller	7 Kilsythe Road	2024
Sarah Doyle McKinnon	10 Kilsythe Road	2024
Robert L. Tosi Jr.	14 Inverness Road	2024

Precinct 21

Elizabeth Benedikt	7 Morris Street	2026
Jill Kristin Krajewski	56 A Montague Street	2026
Christopher R. Rowell	88 Westminster Avenue	2026
Jordan E. Weinstein	23 Lennon Road	2026
Susan R. Doctrow	99 Westminster Avenue	2025
Daniel J. Dunn	58 Alpine Street	2025
Jason W. Martin	70 Alpine Street	2025
David E. White	55 Bow Street #2	2025
Anne T. Ehler	156 Westminster Ave	2024
Carmine Arthur Granucci	16 Nourse Street	2024
Lori Leahy	53 Westmoreland Ave	2024
Janice A. Weber	29 Crescent Hill Ave	2024

This is a roster of the Town Meeting Members who represented their precincts for the 2023 Annual Town Meeting. Since then, some of them have moved away or resigned.

For the Fall Special Town Meeting in 2023, Precinct 7 Members changed following Sheri Baron's resignation. Members appointed to fill a vacancy serve until the next election.

Timur Kaya Yontar	58 Bates Road	2024
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LEGISLATIVE

2023 Annual Town Meeting

SESSION	DATE	TOTAL MEMBERS	MEMBERS PRESENT	PERCENTAGE
1	4/24/23	251	238	94.8%
2	4/26/23	251	227	90.4%
3	5/1/23	252	226	89.7%
4	5/3/23	252	224	88.9%
5	5/8/23	252	234	92.9%
6	5/10/22	252	231	91.7%
7	5/15/23	252	220	87.3%

Average 90.8%

ARTICLE	ACTION	TALLY	DATE
2 STATE OF THE TOWN ADDRESS	RECEIVED:	UNANIMOUS	4/24/2023
3 REPORTS OF COMMITTEES	RECEIVED:	UNANIMOUS	4/24/2023
4 APPOINTMENT OF MEASURER	PASSED:	UNANIMOUS John L. Worden,III elected	4/24/2023
5 ELECTION OF ASSISTANT TOWN MODERATOR	PASSED:	UNANIMOUS Adam Auster elected	4/24/2023
6 BYLAW AMENDMENT/CONVERSION OF GAS STATION DISPENSING PUMPS TO SELF SERVICE OPERATION - AS AMENDED	PASSED:	ELECTRONIC TALLY YES:122 NO: 107	4/24/2023
7 BYLAW AMENDMENT/PARKING DISCLOSURE REQUIREMENT	NO ACTION:	UNANIMOUS	4/24/2023
8 BYLAW AMENDMENT/MEDICAL ANTI-DISCRIMINATION BYLAW	NO ACTION:	ELECTRONIC TALLY YES: 217 NO: 6	4/24/2023
9 BYLAW AMENDMENT/STENOGRAPHIC RECORD OF TOWN MEETING - AS SUBSTITUTED	PASSED:	ELECTRONIC TALLY YES: 184 NO: 40	5/3/2023
10 BYLAW AMENDMENT/VOTE/MUNICIPAL OPT-IN SPECIALIZED STRETCH ENERGY CODE	PASSED:	ELECTRONIC TALLY YES: 204 NO: 11	4/24/2023
11 VOTE/ESTABLISHMENT OF CIVIC PARTICIPATION STUDY GROUP	NO ACTION:	ELECTRONIC TALLY YES: 224 NO: 1	4/24/2023
12 VOTE/THREE-YEAR MORATORIUM ON THE INSTALLATION OF ARTIFICIAL TURF ON TOWN LAND - PART A STUDY COMMITTEE / BENSON-STAMPS SUBSTITUTE MOTION	PASSED:	ELECTRONIC TALLY YES: 143 NO: 81	5/10/2023

LEGISLATIVE

12	VOTE/THREE-YEAR MORATORIUM ON THE INSTALLATION OF ARTIFICIAL TURF ON TOWN LAND - PART B MORATORIUM	FAILED	ELECTRONIC TALLY YES: 106 NO: 122	5/10/2023
13	VOTE/APPOINTED TOWN CLERK	PASSED:	ELECTRONIC TALLY YES: 186 NO: 31	4/26/2023
14	VOTE/STRATEGIC PLAN FOR NEW GROWTH	NO ACTION:	UNANIMOUS	4/26/2023
15	VOTE/BOARD OF YOUTH SERVICES UPDATES	PASSED:	ELECTRONIC TALLY YES: 217 NO: 1	4/26/2023
16	SPECIAL LEGISLATION/APPOINTMENT OF TOWN MANAGER OR TEMPORARY TOWN MANAGER	PASSED	ELECTRONIC TALLY YES: 213 NO: 1	4/26/2023
17	SPECIAL LEGISLATION/ALLOW DIGITAL LEGAL NOTICES	PASSED	ELECTRONIC TALLY YES: 205 NO: 10	4/26/2023
18	SPECIAL LEGISLATION/POLICE OFFICER AGE WAIVER JAMES M. LOONEY	NO ACTION:	ELECTRONIC TALLY YES: 217 NO: 2	4/24/2023
19	SPECIAL LEGISLATION/REPEAL MBTA PROHIBITION	PASSED	ELECTRONIC TALLY YES: 169 NO: 41	4/26/2023
20	ACCEPTANCE OF LEGISLATION/G L. c. 32B sec. 20 OPEB TRUST FUNDS	PASSED:	ELECTRONIC TALLY YES: 209 NO: 0	4/26/2023
21	TRANSFER OF PROPERTY/23 MAPLE STREET	PASSED:	ELECTRONIC TALLY YES: 184 NO: 24	4/26/2023
22	TRANSFER OF PROPERTY/20 ACADEMY STREET "CENTRAL SCHOOL BUILDING	PASSED:	ELECTRONIC TALL YES: 183 NO: 25	4/26/2023
23	TRANSFER OF PROPERTY/611 MASSACHUSETTS AVENUE "JEFFERSON CUTTER HOUSE"	PASSED:	ELECTRONIC TALLY YES: 186 NO: 21	4/26/2023
24	ENDORSEMENT OF CDBG APPLICATION	PASSED:	ELECTRONIC TALLY YES: 218 NO: 0	5/3/2023
25	REVOLVING FUNDS	PASSED:	ELECTRONIC TALLY YES: 207 NO: 1	5/3/2023
26	ZONING BYLAW AMENDMENT/ INDUSTRIAL DISTRICT DEVELOPMENT STANDARDS 2/3 VOTE	PASSED:	ELECTRONIC TALLY YES: 203 NO: 3	5/3/2023
27	ZONING BYLAW AMENDMENT/ SOLAR BYLAW IN INDUSTRIAL DISTRICTS 2/3 VOTE	PASSED:	ELECTRONIC TALLY YES: 207 NO: 2	5/3/2023

LEGISLATIVE

28	ZONING BYLAW AMENDMENT/ BUILDING INSPECTOR ENFORCEMENT 2/3 VOTE	PASSED:	ELECTRONIC TALLY YES:203 NO:1	5/3/2023
29	ZONING BYLAW AMENDMENT/DOWNTOWN BUSINESS PARKING MINIMUMS	PASSED:	ELECTRONIC TALLY 2/3 VOTE YES:177 NO:29	5/10/2023
30	ZONING BYLAW AMENDMENT / ONE AND TWO- FAILED: FAMILY USABLE OPEN SPACE 2/3 VOTE	FAILED:	ELECTRONIC TALLY YES:121 NO:84	05/10/2023
31	ZONING BYLAW AMENDMENT / ONE AND TWO FAMILY USABLE OPEN SPACE	PASSED:	ELECTRONIC TALLY 2/3 VOTE YES:210 NO:1	05/10/2023
32	ZONING BYLAW AMENDMENT/ BUILD AFFORDABLE HOUSING ANYWHERE	NO ACTION:	UNANIMOUS	05/10/2023
33	ENDORSEMENT OF PARKING BENEFIT DISTRICT EXPENDITURES	PASSED:	ELECTRONIC TALLY YES:207 NO:5	05/10/2023
34	APPROPRIATION/PEG ACCESS BUDGET	PASSED:	ELECTRONIC TALLY YES:209 NO:1	05/10/2023
35	POSITIONS RECLASSIFICATION	PASSED:	ELECTRONIC TALLY YES: 208 NO: 1	05/10/2023
36	COLLECTIVE BARGAINING	PASSED:	ELECTRONIC TALLY YES: 206 NO: 5	05/10/2023
37	APPROPRIATION/TOWN BUDGETS	PASSED:	ELECTRONIC TALLY YES: 200 NO: 8	05/10/2023
38	CAPITAL BUDGET - AS AMENDED 2/3 VOTE	PASSED:	ELECTRONIC TALLY YES:204 NO: 7	05/10/2023
39	AMENDMENTS TO FY2023 BUDGETS	NO ACTION:	UNANIMOUS	5/10/2023
40	RESCIND BORROWING AUTHORIZATIONS FROM PRIOR YEARS	PASSED:	ELECTRONIC TALLY YES:202 NO:1	05/10/2023
41	APPROPRIATION/TRANSPORTATION INFRASTRUCTURE FUND	PASSED:	ELECTRONIC TALLY YES: 210 NO: 4	05/15/2023
42	APPROPRIATION/FINANCING OF CONSTRUCTION OR RECONSTRUCTION OF SEWERS AND SEWERAGE FACILITIES 2/3 VOTE	PASSED:	ELECTRONIC TALLY YES:211 NO:5	05/15/2023
43	APPROPRIATION/FINANCING OF CONSTRUCTION OR RECONSTRUCTION OF WATER MAINS AND WATER FACILITIES 2/3 VOTE	PASSED:	ELECTRONIC TALLY YES:207 NO:7	05/15/2023

LEGISLATIVE

44	APPROPRIATION/MINUTEMAN REGIONAL VOCATIONAL TECHNICAL HIGH SCHOOL AND OUT OF DISTRICT VOCATIONAL PLACEMENTS	PASSED:	ELECTRONIC TALLY YES:203 NO:20	05/8/2023
45	APPROPRIATION/COMMITTEES AND COMMISSIONS	PASSED:	DECLARED MAJORITY	05/15/2023
46	APPROPRIATION/TOWN CELEBRATIONS AND EVENTS	PASSED:	DECLARED MAJORITY	05/15/2023
47	APPROPRIATION/MISCELLANEOUS	PASSED:	UNANIMOUS	5/15/2023
48	APPROPRIATION/WATER BODIES FUND	PASSED:	UNANIMOUS	5/15/2023
49	APPROPRIATION/COMMUNITY PRESERVATION FUND	PASSED:	ELECTRONIC TALLY YES:193 NO:9	05/15/2023
50	APPROPRIATION/HARRY BARBER COMMUNITY SERVICE PROGRAM	NO ACTION:	ELECTRONIC TALLY YES:221 NO:4	04/24/2023
51	APPROPRIATION/PENSION ADJUSTMENT FOR FORMER TWENTY-FIVE YEAR/ ACCIDENTAL DISABILITY EMPLOYEES	PASSED:	ELECTRONIC TALLY YES:204 NO:0	05/15/2023
52	APPROPRIATION/OPIOID SETTLEMENT FUND	PASSED:	ELECTRONIC TALLY YES:205 NO:0	05/15/2023
53	APPROPRIATION/REVALUATION OF REAL PROPERTY	PASSED:	ELECTRONIC TALLY YES:193 NO:8	05/15/2023
54	APPROPRIATION /TAKINGS FOR STRATTON SCHOOL SAFE ROUTES	NO ACTION:	ELECTRONIC TALLY YES:224 NO:1	04/24/2023
55	ACCEPTANCE/ LOCAL OPTION TAXES	NO ACTION:	ELECTRONIC TALLY YES: 224 NO: 1	04/24/2023
56	APPROPRIATION/SUBSIDIZED COMPOST COLLECTION	PASSED:	ELECTRONIC TALLY YES:207 NO:4	05/15/2023
57	APPROPRIATION/OTHER POST EMPLOYMENT BENEFITS (OPEB)TRUST FUND	PASSED:	ELECTRONIC TALLY YES:200 NO:0	05/15/2023
58	TRANSFER OF FUNDS/CEMETERY	PASSED:	UNANIMOUS	5/15/2023
59	APPROPRIATION/OVERLAY RESERVE	PASSED:	UNANIMOUS	5/15/2023
60	APPROPRIATION/FISCAL STABILITY STABILIZATION FUND 2/3 VOTE	PASSED:	ELECTRONIC TALLY YES:200 NO: 2	05/15/2023
61	APPROPRIATION/LONG TERM STABILIZATION FUND	PASSED:	UNIANIMOUS	05/15/2023
62	USE OF FREE CASH	PASSED:	ELECTRONIC TALLY YES: 195 NO: 2	05/15/2023

LEGISLATIVE

63	RESOLUTION/ FILE AND ACCEPT GRANTS WITH AND FROM EOEAA FOR LAND AND WATER CONSERVATION FUND GRANT PROGRAM	PASSED:	ELECTRONIC TALLY YES:195 NO:0	05/15/2023
64	RESOLUTION/STATE EXTENDED PRODUCER RESPONSIBILITY AND BOTTLE BILL LEGISLATION	PASSED:	ELECETRONIC TALLY YES:170 NO:11	05/15/2023
65	RESOLUTION/MY BODY MY CHOICE	NO ACTION:	UNANIMOUS	5/15/2023
66	RESOLUTION/IMPROVE MBTA SERVICE	PASSED:	DECLARED MAJORITY	5/15/2023
67	RESOLUTION/AFFORDABLE HOUSING OVERLAY	PASSED	ELECTRONIC TALLY YES: 129 NO: 45	05/15/2023
68	RESOLUTION/IN-STATE TUITION	NO ACTION:	ELECTRONIC TALLY YES: 217 NO: 2	04/24/2023
69	RESOLUTION/CHANGE STATE FLAG & SEAL	PASSED:	ELECTRONIC TALLY YES:172 NO: 12	05/15/2023

May Special Town Meeting

ARTICLE	ACTION	TALLY	DATE
2	VOTE/HYBRID TOWN MEETING STUDY COMMITTEE	PASSED:	ELECTRONIC TALLY YES: 183 NO: 33
3	SPECIAL LEGISLATION/POLICE RECRUITMENT AND HIRING CIVIL SERVICE EXEMPTION FROM CIVIL SERVICE	PASSED:	ELECTRONIC TALLY YES: 199 NO: 17

LEGISLATIVE

Special Town Meeting Attendance

SESSION	DATE	TOTAL MEMBERS	MEMBERS PRESENT	PERCENTAGE
1	10/17/23	252	222	88.10%
2	10/19/23	252	204	80.95%
3	10/23/23	252	225	89.29%
4	5/3/23	252	227	90.08%

Average 87.10%

ARTICLE	ACTION	TALLY	DATE
1	REPORTS OF COMMITTEES	RECEIVED UNANIMOUS	10/17/2023
2	APPROPRIATION/CONTINGENT ARLINGTON PUBLIC SCHOOLS EDUCATION FUNDING	NO ACTION UNANIMOUS	10/17/2023
3	ZONING BYLAW AMENDMENT/ ADMINISTRATIVE CORRECTION	PASSED ELECTRONIC VOTE YES: 197 NO: 1	10/17/2023
4	ZONING BYLAW AMENDMENT/ REDUCED HEIGHT BUFFER AREA	NO ACTION ELECTRONIC VOTE YES: 188 NO: 3	10/17/2023
5	ZONING BYLAW AMENDMENT/OPEN SPACE IN BUSINESS DISTRICTS	PASSED ELECTRONIC VOTE YES: 167 NO: 53	10/17/2023
6	ZONING BYLAW AMENDMENT/REAR YARD SETBACKS IN BUSINESS DISTRICTS	PASSED ELECTRONIC VOTE YES: 173 NO: 37	10/17/2023
7	ZONING BYLAW AMENDMENT/STEP BACK REQUIREMENTS IN BUSINESS DISTRICTS	PASSED ELECTRONIC VOTE YES: 140 NO: 60	10/17/2023
8	ZONING BYLAW AMENDMENT/HEIGHT AND STORY MINIMUMS IN BUSINESS DISTRICTS	PASSED ELECTRONIC VOTE YES: 185 NO: 23	10/17/2023
9	ZONING BYLAW AMENDMENT/CORNER LOT REQUIREMENTS	PASSED ELECTRONIC VOTE YES: 150 NO: 49	10/17/2023
10	ZONING BYLAW AMENDMENT/ STREET TREES	PASSED ELECTRONIC VOTE YES: 187 NO: 10	10/19/2023
11	ZONING BYLAW AMENDMENT/RESIDENTIAL USES IN BUSINESS DISTRICTS	PASSED ELECTRONIC VOTE YES: 161 NO: 39	10/19/2023
12	ZONING BYLAW AMENDMENT/ MBTA COMMUNITIES OVERLAY DISTRICT [AS AMENDED]	PASSED ELECTRONIC VOTE YES: 189 NO: 35	10/25/2023
13	ZONING BYLAW AMENDMENT/ MBTA COMMUNITIES ACT NEIGHBORHOOD DISTRICTS	NO ACTION DECLARED MAJORITY	10/19/2023
14	BYLAW AMENDMENT/FOSSIL FUEL FREE INFRASTRUCTURE DEMONSTRATION	PASSED ELECTRONIC VOTE YES: 178 NO: 23	10/19/2023
15	COLLECTIVE BARGAINING	PASSED ELECTRONIC VOTE YES: 175 NO: 18	10/19/2023

TOWN CLERK & ELECTIONS

TOWN CLERK

- Records births, deaths and marriages with the Commonwealth and provides certified copies to the public by request.
- Licenses dogs and kennels.
- 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.

Following are the vital statistics of the Town for 2023, which were recorded at the time the report was submitted. It should be noted, however, that the summaries of births and deaths are incomplete because re-

cords pertaining to Arlington residents may be delayed by clerical issues at hospitals or corrections at the state level that take several weeks to finalize.

Vital Statistics	2021	2022	2023
Births	425	457	407
Deaths	365	364	351
Marriages	150	152	164

There were two elections in 2023: the Annual Town Election on April 1st to elect officials and Town Meeting representatives and a Special Town Election on November 7th with two ballot questions. For both elections, the Board of Registrars and Select Board voted to allow in-person early voting in the Town Clerk's Office. Postcard applications were mailed to all voters to make it as easy as possible for voters to request a mailed ballot. In addition, the postcard for the special election alerted voters to the reason for the special election and the questions on the ballot.

The Clerk's Office is primarily responsible for providing information to residents and voters on the Elections & Voting page and the Town Meeting page on the Town website. In addition to re-designing the layouts to be more readable on cell phones, an "About Town Meeting" page with several related documents were added to help residents better understand Town Meeting and how warrant articles are submitted.

A staff member participated in evaluating and beta-testing new software developed by the Secretary of the Commonwealth, Elections Division to replace the existing voter registration database used by all communities to maintain census and voting records. Implementation of the new software is expected in 2024.

In 2024 Assistant Town Clerk Janice Weber retired after 26 years of service and Denise Houser was named the new Assistant Town Clerk. Christopher Tierney and Alicia Hill joined the Department.

Fees Collected	2021	2022	2023
Certificates & Certified Copies	\$45,430	\$48,773	\$45,279
Dog Licenses & Late Fees	\$37,331 \$5,390	\$36,931 \$9,594	\$39,680 \$5,649
Marriage Intentions	\$4,650	\$4,410	\$11,320
Domestic Partnerships		\$390	\$630
Filing Fees/Special Permits	\$26,850	\$35,486	\$3,485
Underground Tanks	\$206	\$271	\$371
Miscellaneous Fees / Books	\$125	\$50	\$312
Paid Violations	\$1,280	\$855	\$2,115
TOTAL	\$121,262	\$136,760	\$108,841

TOWN CLERK & ELECTIONS

REGISTRARS 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.
- Assists the Town Clerk hand counting provisional ballots after Election Day.

The Board of Registrars consists of three persons appointed by the Select Board after being nominated by one of the two major political parties and the Town Clerk. They traditionally oversaw all matters pertaining to voter registration and they conduct of the Town census, but currently delegate those matters to the staff in the Town Clerk’s Office and meet as needed for hearings, recounts, audits, and to count the ballots received in the mail from overseas voters for state elections. In 2023 Donnarose Russian was appointed to the Board and later resigned to serve as the Chair of the Town Republican Committee. Ralph MacDonald was appointed to fill that vacancy.

The Registrar is a staff member in the Town Clerk’s Office who is primarily responsible for voter registration and related matters. The Registrar updated systems for processing census forms and did extensive follow-up to reach voters whose registration had been inactivated when they failed to return the 2023 Annual Town Census. The Registrar was also invited to participate in testing the Secretary of the Commonwealth’s new voter registration website that is expected to be implemented in 2024.

Voter registration in Massachusetts continues to evolve and in 2023 the Registrar continued to manage the interactions of registration procedures and vote by

mail. Because a voter could return a ballot by mail in one community and then move to another community, registration changes near any election require careful review. If a 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 returned vote by mail ballot because their name no longer appeared on the voter list.

Massachusetts recognized three political parties in 2023. During the primary elections conducted in 2024, three ballots will be printed: Democratic, Republican, and Libertarian. When registering to vote or updating registration, voters may choose to enroll in one of the recognized parties or they may indicate they are unenrolled in a party. Unenrolled voters must choose which party ballot they want to vote in a primary election. Further, an unenrolled voter may designate their affiliation with any of the unrecognized parties.

Arlington’s statistics as of December 31, 2023 are listed below:

Registered Voters	2021	2022	2023
Total Registered	31,982	31,883	32,277
Democrats	14,236	13,864	13,503
Republicans	1,402	1,271	1,227
Unenrolled	16,112	16,526	17,331
Libertarian	55	58	58
*Green Rainbow	24	27	27
<i>* Not a recognized party in 2023 Miscellaneous designations are not included</i>			

TOWN CLERK & ELECTIONS

ARLINGTON ANNUAL TOWN ELECTION, April 1, 2023

Total of Ballots Cast – 7174

% of total number of registered voters – 14.81%

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	204	376	299	258	325	310	298	416	288	432	355	453	423	325	337	407	243	331	390	326	378	7174

Select Board for Three Years

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Leonard Diggins	137	226	214	182	190	224	196	270	172	297	205	320	217	210	207	279	160	157	250	223	268	4604
John Leone	76	169	112	106	161	111	131	215	140	182	187	166	233	147	160	158	102	189	155	139	144	3183
Diane Mahon	146	274	197	165	208	208	183	212	191	259	224	330	258	207	225	286	169	206	265	203	224	4640
Write-in Votes	1	1	2	5	0	1	1	0	0	0	0	1	7	3	0	3	0	1	2	1	0	29
All Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Blank	48	82	73	58	91	76	85	135	73	126	94	89	131	83	82	88	55	109	108	86	120	1892

School Committee for Three Years

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Paul Schlichtman	107	212	166	153	175	200	172	255	182	258	212	252	219	185	207	211	138	194	182	207	180	4067
Elizabeth Exton	155	253	193	179	237	226	205	266	197	297	244	360	293	222	251	294	166	222	286	225	251	5022
Laura Gitelson	111	190	171	138	212	190	171	247	142	280	195	294	205	192	182	267	166	171	279	198	258	4259
Jill Krajewski	106	191	146	116	155	138	150	162	145	197	156	238	214	151	157	191	108	143	200	135	231	3430
Write-in Votes	2	4	3	4	1	0	0	0	1	0	0	5	6	2	3	2	0	1	2	2	0	38
All Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Blank	131	278	218	184	195	176	196	318	197	264	258	210	332	223	211	256	151	262	221	211	214	4706

Assessor for Three Years

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Mary O'Connor	166	274	222	193	251	243	226	303	238	325	274	369	314	236	263	311	193	250	316	255	283	5505
Write-in Votes	0	2	0	1	0	0	2	1	1	2	0	2	1	1	0	4	2	0	6	0	1	26
All Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Blank	38	100	77	64	74	67	70	112	49	105	81	82	108	88	74	92	48	81	68	71	94	1643

Clerk

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Juliana Brazile	171	282	241	198	257	249	234	313	242	338	264	391	318	251	276	323	198	261	320	264	288	5679
Write-in Votes	0	0	2	2	0	1	2	1	2	4	2	0	6	1	2	1	1	0	2	0	0	29
All Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Blank	33	94	56	58	68	60	62	102	44	90	89	62	99	73	59	83	44	70	68	62	90	1466

TOWN CLERK & ELECTIONS

TOWN CLERK/ELECTIONS

Town Meeting Election Results

Precinct 1 Three Years

Vincent C. Baudion.	56 Silk Street	154
Marian E. King	122 Decatur Street #4	145
Jordan Remy	186 Gardner St B-6	140
Jeffrey Kegan Sullivan	58 Silk Street	134

Precinct 1 Two Years

Joanna Asia Kepia	17 Silk Street	128
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Precinct 1 One Year

Rebecca Persson	15 Fremont St	64
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Precinct 2 Three Years

Peter M. Gast	36 Margaret Street	231
Aimee I. Lim-Miller	75 Bay State Road	262
William J. Logan	5 Mary Street	199
Jennifer Amy Roderick	6 Pioneer Road	234

Precinct 3 Three Years

Eben Kimball Miller	58 Waldo Road	198
Scott Mullen	68 Henderson Street	196
Susan Della Stamps	39 Grafton Street	202
Courtney Urick	11 Teel Street	196

Precinct 3 Two Years

Adam J.B. Lane	77 Grafton Street	187
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Precinct 4 Three Years

Ashley Dickson	45 Magnolia Street	160
Dorit Peleg Mazor	12B Fairmont Street	175
Michele J Phelan	135 Thorndike Street	190
Arthur P. Prokosch	45 Fairmont Street	177

Precinct 5 Three Years

Joseph Ellis Barr	24 Park Street #2	145
Andrew S. Greenspon	89 Palmer Street	147
Phedjina Jean	113 Medford Street #2	178
Brian C. McMurray	4 Park Street Place	194

Precinct 6 Three Years

Andrew S. Fischer	25 Lombard Road	231
Aram G. Hollman	12 Whittemore Street	213
John Gabriel Knoll	44 Newcomb Street	2
Caitlin E. Monaghan	44 Newcomb Street	2

Precinct 6 One Year

Jill Snyder	276 Massachusetts Avenue #305	A*
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Precinct 7 Three Years

Ellen Ann Aamodt	64 Grafton Street	205
Susan B. Donnelly	36 Amherst Street	199
Phil E. Goff	94 Grafton Street	197
Christopher P. Loreti	56 Adams Street	176

Precinct 8 Three Years

Eric L. Baatz	15 Hopkins Road	178
Stephanie K. Ford-Weems	12 Lockeland Ave	173
Elizabeth May Pyle	66 Gloucester Street	263
John L. Worden III	27 Jason Street	215

Precinct 9 Three Years

Elizabeth A. Ferola	118 Warren Street	212
Linda Hanson	11 Webster Street	207
Mark H. Kaepplein	11 Palmer Street	151
Jonathan Wallach	11 Webster Street	191

Precinct 10 Three Years

Peter B. Howard	12 Woodland Street	322
Christian M. Klein	54 Newport Street	324
Michael J. Quinn	15 Shawnee Road	310
Mustafa Varoglu	26 Shawnee Road	319

Precinct 11 Three Years

Kristin L. Anderson	12 Upland Road West	252
Lynette Culverhouse	24 Draper Avenue	245
Gary O. Goldsmith	91 Beverly Road	15
Matthew Dean Miller	42 Columbia Road	242

Precinct 11 Two Years

Robert Radochia	45 Columbia Road	10
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Precinct 11 One Year

Charles Carney	28 Upland Road	A*
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Precinct 12 Three Years

Juliana H. Brazile	56 Coolidge Road	368
Eric D. Helmuth	33 Grandview Road	373
Caroline H. Murray	95 Glenburn Road	351
Sanjay S. Vakil	74 Scituate Street	355

Precinct 13 Three Years

Nancy A. Mara	63 Epping Street	274
Michelle M. Orfanos	19 Moccasin Path	265
Lee Madison Poage	10 Cherokee Road	257
Priya S. Sankalia	253 Pleasant Avenue	270

Precinct 13 Two Years

Paul Bayer	15 Oldham Road	12
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Precinct 14 Three Years

Guillermo S. Hamlin	1228 Mass. Ave. B	205
Diane M. Mahon	23 Howard Street #2	217
Mark B. Rosenthal	62 Walnut Street	176
Carol Anne Svenson	34 Robbins Road	236

Precinct 15 Three Years

Josephine Babiarz	59 Edgehill Road	222
Frank J. Ciano	65 Woodside Lane	226
Ann V. Fitzgerald	162 Summer Street #2	247
Carl Andrew Wagner	30 Edgehill Road	229

Precinct 15 Two Years

Engjellushe K.Mozina	155 Summer Street	218
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Precinct 16 Three Years

Andrew Brody	11 West Street	238
Gina M. Carme	55 Claremont Avenue	221
Kevin P. Koch	100 Florence Avenue	230
Jamie Lloyd McSweeney	169 Park Avenue	210

TOWN CLERK & ELECTIONS

TOWN MEETING ELECTION RESULTS

Precinct 16 One Year

Williams James Kenney Jr. 28 Wilbur Avenue A*

Precinct 17 Three Years

Hila Bernstein	214 ½ Summer Street	196
Xavid Pretzer	44 Grove Street	188
Gwendolyn A. Richter	12 Brattle Place	189
Donnarose Russian	17 Laurel Street	138

Precinct 18 Three Years

Nancy Lehrman Bloom	169 Sylvia Street	232
Steven Moore	64 Piedmont Street	10
Carolyn M. Parsons	23 Brewster Road	232
Brian Terence White	21 Piedmont Street	241

Precinct 19 Three Years

Melanie C. Brown	14 Skyline Drive	298
Elaine M. Crowder	2 Glenbrook Lane, #17	300
John Hickman	63 Dothan Street	14
Edward Trembly	76 Wright Street	288

Precinct 20 Three Years

Adam Auster	29 Lanark Road	247
Maureen E. Gormley	1250 Mass. Ave.	251
Martin Heermance	14 Selkirk Road	25
Kristin A. Pennarun	1261 Mass. Ave.	245

Precinct 21 Three Years

Elizabeth Benedikt	7 Morris Street	247
Jill Kristin Krajewski	56 A Montague Street	294
Christopher R. Rowell	88 Westminster Avenue	270
Jordan E. Weinstein	23 Lennon Road	269

Following a resignation, one person was appointed to fill a vacancy for the Fall Special Town Meeting.

Precinct 7

Timur Kaya Yontar 58 Bates Road *A

* An appointment for one year to fill a vacancy

TOWN CLERK & ELECTIONS

SPECIAL TOWN ELECTION, November 7, 2023

Total of Ballots Cast – 12,948
 % of total number of registered voters – 40.37%

Question 1 – Shall the Town of Arlington be allowed to assess an additional \$7,000,000 in real estate and personal property taxes for the purposes of funding the operating budgets of the Town and the Public Schools for the fiscal year beginning July first, 2024?

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Yes	245	382	393	351	365	348	330	433	245	479	451	612	350	381	338	434	239	341	445	354	435	7951
No	119	258	136	176	245	176	183	231	165	258	335	277	394	203	249	286	176	345	296	235	221	4964

Question 2 – Shall this town accept the provisions of Chapter 285 of the Acts of 2020 'An Act Authorizing the Town of Arlington to Establish a Means Tested Senior Citizen Property Tax Exemption,' a fair and concise summary of which appears below?

Precinct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
Yes	327	532	462	463	502	454	430	571	351	614	631	787	589	496	496	600	349	550	624	506	547	10881
No	41	107	65	61	108	65	78	88	61	115	149	92	146	85	87	116	61	124	113	81	101	1944

Summary

Acceptance of the Special Act as requested by Town Meeting would provide income-based local property tax relief for eligible residents over 65 years of age who own and occupy homes worth less than the median assessed value, and qualify for the State “circuit breaker” income ceiling under G.L. c. 62 section 6(k).

If accepted, the Select Board shall annually set the amount of relief for qualifying seniors subject to two constraints. First no qualifying resident may have their tax obligation reduced by more than 50 percent, and second, that the Town’s total tax relief under the program cannot be greater than 1 percent of the fiscal year’s total residential property tax levy for the Town.

TOWN DIRECTORY

TOWN OFFICIALS AND COMMITTEES as of December 31, 2023

Elected by Arlington's Citizens

Select Board

	Term
Diane M. Mahon, 23 Howard St.	2026
John V. Hurd, 242 Hillside Ave.	2024
Stephen W. DeCoursey, 7 Cheswick Rd.	2025
Lenard Diggins, Chair, 8 Windsor St., #1	2026
Eric D. Helmuth, 33 Grandview Rd	2024

Moderator

Greg Christiana, 82 Ridge St.	2025
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Town Clerk

Juliana Brazile, 56 Coolidge Rd	2026
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Board of Assessors

Mary Winstanley O'Connor, 781 Concord Tnpk	2026
Gordon Jamieson, 163 Scituate St.	2024
William Zagata, 1077 Mass Ave, Unit 1B	2025

School Committee

Kirsi C. Allison-Ampe, 12 Brattle Terrace	2025
Leonard Kardon	2025
Paul Schlichtman, 47 Mystic Street	2026
Liz Exton, Chair, 231 Washington St	2026
Jane Morgan, 172 Brattle St	2024
Jeffrey Thielman, 37 Coolidge Rd	2024
Laura B. Gitelson - NEW	2026

Arlington Housing Authority

Brian Connor, Chair	2026
Gaar Talanian, Vice Chair	2024
Nicholas Mitropoulos	2026
Fiorella Badilla	2028
Jo Anne Preston, Vice Chair	2025
Jack Nagle, Executive Director	

Appointed by Town Moderator

Finance Committee**

	Term
Grant Gibian	2024
Dean Carman, Vice Chair	2026
Brian Beck	2026
Darrel Harmer	2024
Annie LaCourt	2025
Alan Tosti	2024
Christine P. Deshler, Chair	2024
Dave McKenna	2024
Charles T. Foskett,	2026
Alan Jones, Vice Chair	2025
Jordan Remy	2025
Jennifer Susse	2024
Sophie Migliazzo	2024
Carolyn White	2025
Rebecca Younkin	2025

Josh Lobel	2025
John Griffin	2024
Christopher Heigham	2024
Peggy Bliss	2026
Michael Ruderman	2024
Tara Bradley, Executive Secretary	

**Appointed by the Town Moderator, Chairman of the Finance Committee, and the Board of Trust Fund Commissioners.

Minuteman Regional High School Committee Representative

Sarah Montague

Appointed by the Select Board

Town Manager

James Feeney	Term 7/31/2026
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Board Administrator

Ashley Maher

Bicycle Advisory Committee

Christopher Tonkin
Jack Johnson
Scott Smith
Adam MacNeill
Doug Mayo-Wells
Muris Kobaslija
Linda Epstein

Zoning Board of Appeals

Roger A. DuPont	2024
Christian Klein	2025
Patrick Hanlon	2025
Dan Ricardelli	2025
Venket Holi	2025
Elaine Hoffman, Assoc. Member	2024
Adam LeBlanc, Assoc. Member	2026

Board of Registrars of Voters

Juliana Brazile	
Ralph MacDONald	2026
William Logan	2024
Rebecca Betlyon	2025

Arlington Cultural Council

Andrew Conway	2026
Brian McMurray	2024
Nancy Gray	2025
Todd Brunel	2024
Kristin Bedard	2025

TOWN DIRECTORY

Dallin Museum Trustees

Sarah Burks, Co-Chair
 Geraldine Tremblay
 Mark DeCew
 Amy Moyer
 Ellen Aamodt
 Tracy Skahan
 Chris Costello
 Susan Gilbert

Historic District Commissions

Bryan LaBau	2025
David Baldwin	2025
Charles Barry	2026
Philip Chaves	2025
Beth Cohen	2024
Beth Melofchik	2026
Stephen Makowka	2024
Steve Savarese	2025
Carol S. Tee	2024
John L. Worden III	
Executive Secretary – Carol Greeley	

Transportation Advisory Committee

Laura Swan, Chair, (School Committee)	
Jeff Maxtutis, (Vice Chair)	2024
Jim Stubble	2024
Shoji Takahashi, (Secretary)	2025
John Aslanian	2025
Melissa Laube	2027
Scott Smith, ABAC Liaison	2027
Lenard Diggins (Chamber of Commerce)	
Wayne Chouinard (DPW)	
Officer Corey Rateau, Traffic Division	
John Alessi, (DPCD)	
Howard Muise, Associate Member	
Aravind Basavapathruni, Associate Member	
Michael Barry, Associate Member	

Affordable Housing Trust Fund Board

Beth Elliott
 Eric Helmuth
 Karen Kelleher
 Neal Mongold
 Jaclyn Pacejo
 Vicmarie Santiago
 Philip Tedesco

Tree Committee

Susan Stamps	2025
Mary Ellen Aronow	2025
Eliza Burden	2025
Steven Moore	2025
Ed Tremblay	2025
Mara Vatz	2025
Keith Schnebly	2024
Olivier Aries	2026
Marina Popova	2026

Appointed by the Town Manager

Town Manager's Office

Christine Bongiorno, Deputy Town Manager/Operations
 Kristen DeFrancisco, Executive Secretary
 Joan Roman, Public Information Officer
 Mary Ellen De Natale, Purchasing Officer

Finance

Alex Magee, Deputy Town Manager/Finance Director
 Julie Wayman, Town Treasurer*
 Dana Mann, Director of Assessors
 Ida Cody, Comptroller*
 * with approval of Select Board.

Public Works

Michael Rademacher, Director

Community Safety

Juliann Flaherty, Chief, Police
 Kevin Kelley, Chief, Fire
 Michael Ciampa, Inspectional Services Director

Central Management

Caryn C. Malloy, Human Resources Director/Equal Opportunity Officer
 Patricia Sheppard, Chief Information Officer
 Rob Behrent, Facilities Director
 Douglas Heim, Town Counsel (Resigned 10/6/2023)
 Michael Cunningham, Town Counsel (11/13/2023)

Planning and Community Development

Claire Ricker, Director

Libraries

Anna Litten, Director

Recreation

Joseph Connelly, Director

Health and Human Services

Colleen Leger, Director
 Natasha Waden, Public Health Director
 Kristine Shah, Executive Director, Council on Aging
 Philip McGovern, Veterans Services Director
 Jillian Harvey, Diversity, Equity & Inclusion Director

Appointed by the Town Manager

Subject to the approval of the Select Board

Redevelopment Board

	Term
Rachel Zsembery	2026
Shaina Korman-Houston	2026
Eugene Benson	2026
Stephen Revilak	2028
Kin Lau	2024

TOWN DIRECTORY

Board of Health

Laura White	2025
Marie Walsh Condon	2024
Peter Rice	2025

Board of Library Trustees

Heather Calvin	
Amy Hampe	2024
Jonathan Gates	2025
Adam Delmolino	2024
Rebecca Gruber	2026
Rebecca Steinitz	2026
Stephen Quinlan	2025

Park and Recreation Commission

Leslie Mayer	2024
Shirley Canniff	2026
Jennifer Rothenberg	2024
Phil Lasker	2025
Scott Walker	2024
Sarah Carrier (Assoc.)	2024

Equal Opportunity Advisory Committee

Augusta Haydock
Jack Jones
Andrea Haas
Samantha Dutra
Kate Bender
Lesley Chuang
Caryn Cove Malloy, ex-officio

Historical Commission

JoAnn Robinson
Michael Gervais
Pamela Meister
Dianne Schaefer
Eric Stange
Kim Goldinger (Assoc.)
Vicki Rose, Recording Secretary

Council on Aging

Michael Quinn	2024
Pat Baillieul	2025
Sheila Connerney	2024
Mary Hung	2024
Anne Brown	2024
Nancy Cox	2024
Mahendra Desai	2025
Nancy Feeney	2025
Ann Fitzgerald (Assoc.)	
Rick Fentin (Assoc.)	
Marjorie Vanderhill (Assoc.)	
Paul Raia (Assoc.)	
Bob Tosi (Assoc.)	
Steve DeCoursey (Select Board Liaison)	
Mara Klein Collins (Assoc.)	
Karen Nichols (Assoc.)	
Kristine Shah, COA Director	

Conservation Commission

Susan Chapnick, Chair	2026
Mike Gildesgame, Commissioner	2026
Brian McBride, Commissioner	2026
David Kaplan, Commissioner	2025
Nathaniel Stevens, Commissioner	2025
Chuck Tirone, Vice Chair	2025
David White, Commissioner	2024
Sara Alfaro-Franco, (Assoc.)	
Eileen Coleman, (Assoc.)	
David Morgan – Conservation Agent	
Ryan Clapp – Conservation Administrator	

Disability Commission

Michael Rademacher	2024
Paul Parravano	2026
Paul Raia	2024
Ileana Gatica	2024
Cynthia DeAngelis	2024
Kerrie Fallon	2024
Grace Carpenter	2024
Kari Sasportas	2026
Janice Cagan-Teuber	2026

Open Space Committee

Elisabeth Carr-Jones	2026
Nelson Mui	(ongoing)
Eliza Hatch	2024
Brian Kelder	2025
Ann LeRoy (Chair)	2025
Wendy Richter	2025
David Morgan	(ongoing)
David White	2025
Shirley Canniff	(ongoing)
Brian McBride	2024

Human Rights Commission

Rajeev Soneja
Kevin Bryant
Crystal Beauchemin
Kristen Bauer
Gary Horowitz
Drake Pusey
Scott Jones
Christine Carney
Sharon Grossman
Laurie Key
Griffin Jones
Jillian Harvey

LGBTQIA+ Rainbow Commission

Andy Rubinson	2025
Lisa Krinsky	2024
Molly Gillis	2024
Kari Sasportas	2024
Paloma Cotton-Herman	
Fiona Perry	
Kym Goldsmith	

TOWN DIRECTORY

Constables

Stephen Kelly 2024
Roland A. Demers, Jr. 2024
Wayne Parseghian 2024

Commission for Arts and Culture (ACAC)

Stewart Ikeda 2024
Nicholas Castellano 2023
Cristin Bagnall 2024
Lidia Kenig-Scher 2024
Beth Locke 2024
Thomas Formicola 2024
Sarah Morgan-Wu 2023
Christine Noah 2026
Nicole Cuff 2025

Various Appointing Authorities

Capital Planning Committee

Timur Kaya Yontar, Chair
Chris Moore, Vice Chair
Julie Wayman
Alex Magee
Ida Cody
Jose Farias
Vaden Broaddus
Jonathan Haughton
Joe Barr
Joseph Solomon

Permanent Town Building Committee

Allen Reedy, Chair
Brett Lambert, Vice Chair
John Maher
Robert Jefferson
Peter Martini
Michael Rademacher, School Department Designee
Paul Schlichtman, Arlington School Committee
James Feeney, Town Manager
Rob Behrent, Facilities Director

Envision Arlington Standing Committee

Marisa Lau 2025
Scott Lever, Interim Chair 2026
Juli Brazile 2026
Alex Bagnall 2025
Michael Brownstein 2025
Jagat Adhiya 2024
Caroline Murray 2024
Johanna Meyer 2026

Community Development Block Grant Subcommittee

Judith Guillou, Resident
Jennifer Hernandez, Resident
John Hurd, Select Board Member
Diane Mahon, Select Board Member
Rebecca Persson, Resident
James Feeney, Town Manager
Claire V. Ricker, Director of DPCD)
Mary Muszynski, CDBG Administrator

Community Preservation Act Committee

Clarissa Rowe, Chair
Susan Doctrow, Vice Chair
David Swanson, Vice Chair
Alexander Franzosa
Kin Lau
Leslie Mayer
Brian McBride
Jo Ann Preston
JoAnn Robinson

TOWN DIRECTORY

TOWN OF ARLINGTON

www.arlingtonma.gov

TELEPHONE REFERENCE GUIDE

To Reach All Town Offices: 781-316-3000

Office	Extension
Assessors	3050
Cemetery	3276
Clerk	3070
Comptroller	3330
Consumer Affairs	3408
Council on Aging	3400
Council on Alcohol Education	3252
Emergency Management	781-643-4000
Engineering	3320
Facilities	3110
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	3390

ARLINGTON PUBLIC SCHOOLS

869 MASSACHUSETTS AVENUE

To Reach All School Offices: 781-316-3500

	Extension
Superintendent of Schools	3501
Chief Financial Officer	3511
Chief Technology Officer	3343
Special Education	3531
English Language Learners	2339
METCO	3594
Athletics	3551
Data Integration for	
Curriculum, Instruction, and Assessment	3534
Transportation	3503
High School	3594
Ottoson Middle School	3745
Bishop Elementary	3791
Brackett Elementary	3705

NO SCHOOL ANNOUNCEMENTS:

Local media and www.arlington.k12.ma.gov

STATE AND FEDERAL LEGISLATORS

Office	Phone Number
Senator Cindy F. Friedman	617-722-1432
Room 208, State House	
Boston, MA 02133	
Representative Sean Garballey	617-722-2090
(23rd Middlesex District)	
Room 540, State House	
Boston, MA 02133	
Representative David M. Rogers	617-722-2637
(24th Middlesex District)	
Room 544, State House	
Boston, MA 02133	

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
Center for Mental Health	781-646-7300
Comcast	800-266-2278
Jason Russell House/Smith Museum	781-648-4300
Logan International Airport (Public Info)	617-561-1800
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