

MAYOR'S REPORT
on
Financial and Administrative Activities
Fiscal Year 2011



Issued August 2011

William F. Scanlon, Jr.
Mayor of Beverly

This report is prepared in accordance with Section 3-6, Paragraph (a) of the Beverly City Charter.

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THE YEAR IN REVIEW

The fiscal year which ended June 30, 2011 was a difficult year financially throughout Massachusetts with cities and towns suffering further cuts in Local Aid from the State yet Beverly managed once again to end the year in the black except for snow and ice removal costs which exceeded budget due to the very difficult winter.

The highlight of the fiscal year was bringing the important \$80 million Beverly High School reconstruction project to a 98% completion status by year end. All interior building related work has been completed. Only the parking lots and landscaping remain to be done and these will likely be fully completed before Thanksgiving. The roof of the new academic wing of the High School contains an 83 kW solar installation which helped in qualifying the school for an additional 2% reimbursement from the State. In total, the reimbursement from the State is 58.42%. After six months of use, the academic wing looks brand new, a tribute to the respect the students are showing for their new home.

Last fiscal year also saw the transfer of the school maintenance function to the city side. This change was made at the same time the new superintendent assumed her responsibilities and represents a very significant step forward. We now have one competent city wide municipal maintenance force and are already seeing both better work and cost savings.

During the fiscal year School Committee Vice Chair Maria Decker and I waged a successful fundraising effort and raised \$350,000 in private funds which, when coupled with a State grant of \$500,000 will pay for the installation of a new synthetic turf field inside the track oval at Beverly High School. We expect the new field to be installed early in the new year.

The year past also saw plans for the 500-space MBTA commuter rail parking garage move forward substantially. Two public meetings were held with the architects to ensure local concerns were heard. This project, the first Construction Manager at Risk (CMR) project in the MBTA's history, will break ground in the new fiscal year and will be an attractive facility which will bring commuters to Beverly and help increase the vitality of Beverly's thriving restaurant business which has now reached \$70 million annually.

Major improvements were made to the city-owned waterfront at the former McDonald's site including sheet piling, a new concrete apron and new concrete floats at the recreational marina. These improvements were made possible by \$2.5 million in State funding.

During the fiscal year, I personally took a strong interest in finding a suitable location for a dog park. Efforts to establish such a facility had been pursued unsuccessfully for a period of years. By year's end, we had chosen and begun work on a site near Beverly Airport which has appeal to the dog owners and is located far from any homes.

Major downtown parking lot improvements were also made during the year to four separate lots each equipped with state-of-the-art Pay and Display Stations rather than meters.

In the months of May and June, the operating budget for the upcoming fiscal year was reviewed in detail by the City Council but was in the end approved without any changes. The budget called for employment levels to be held constant except for one position which was no longer needed and all service levels were maintained.

At Beverly Golf and Tennis, the \$1.5 million capital improvement plan continues. Various tee boxes and greens have been rebuilt. Cart paths have been reconfigured for better flow and all have been repaved. Work on the Clubhouse to replace the roof and repair and repaint the top third of the structure is ongoing.

On the technology front, we upgraded our City website to make it both more informative and user friendly. The website has a number of useful links, including to our Geographic Information System (GIS) which provides a significant amount of detailed information on properties citywide.

Beverly provided its citizens with quite good levels of service in FY 2011. Details of service by individual departments are contained on the following pages. Questions or comments from Beverly citizens are always welcome.

William F. Scanlon, Jr.
Mayor

**CITY CLERK'S OFFICE
CLERK OF COMMITTEES & ELECTIONS**

City Clerk – Kathleen P. Connolly
Assistant City Clerk/Clerk of Committees - Helen F. Butler
Assistant Registrar - Linda J. Tawse
Administrative Elections Assistant - Jane M. Murphy
Part-Time Senior Clerk

The Office has two fulltime clerks, one part-time clerk, one Asst. City Clerk, and the City Clerk.

CITY CLERK

The Office of the City Clerk processed the following certificates and licenses:

Births:	2,230
Marriages:	218
Deaths:	641
Burial Permits:	451
Affidavits on Births:	110
Dog Licenses:	3,299
Hunting & Fishing Licenses:	185
Petroleum Licenses:	44
Christmas Tree Permits:	2
Taxi Licenses & Limo Licenses:	55
Amusement Licenses:	12
Motor Vehicle Dealer Licenses:	31
Lodging House Licenses:	11
Auctioneer Licenses:	3
Second Hand Dealers:	14
Business Certificates:	452
Raffle Permits:	17
Fortune Tellers License:	1
Hawkers & Peddlers Licenses:	10
Pawnbrokers Licenses:	1
Listing Books/Discs:	50
Mail-in Requests for Vital Records:	801
Yard Sales:	288
Sandwich Board Signs:	0
Dog Violations: collected	\$1,175
Smoking Violations: collected	0
Non-Criminal Violations: collected	\$3,250

During 2011, the Department collected the following revenue:

Recording fees: \$79,092.00

ELECTIONS: This department is responsible for maintaining all voter registration records and the running of two or more Elections each year. This office also handles the taking of the City Census; this information is then compiled and printed in the annual street-listing book.

CITY COUNCIL: This office is responsible for all City Council action actions and minutes of the Council itself and its four subcommittees: Finance and Property, Legal Affairs, Public Service, and the Committee of the Whole. This department also keeps all meeting minutes from the many Boards and Commissions in the City.

CITY SOLICITOR'S OFFICE

City Solicitor - Roy F. Gelineau, Jr.

Assistant City Solicitor – Robert A. Munroe

The Solicitor's Office continued to provide counsel to the various boards and agencies of the City including the Mayor, the City Council, the Zoning Board of Appeals, the Planning Board, the Conservation Commission, the Licensing Board, the Golf and Tennis Commission, the Harbor Management Authority, the Harbormaster, the Airport Commission, the Cable TV Advisory Commission, the Disabilities Commission, the Departments of Municipal Inspections, Police, Fire, Human Resources, Purchasing, Engineering, City Clerk, Finance, the Beverly School Department, and others within city government.

The Solicitor's Office continued to provide assistance to the Mayor and the School Department to administer the contract with the General Contractor, Owner's Project Manager and Architect for the high school project, which is now near completion.

The Solicitor's Office continues to spend a great deal of its time on Harbor Management Authority issues in regard to litigation and development proposals related to the waterfront, and especially in regard to development of the former "McDonald's" site. In June the Commissioner of the Department of Environmental Protection approved all of the City's permit applications to allow the project to go forward. An abutter has appealed the Commissioner's approval.

The Solicitor's Office continued to assist in efforts to maintain so-called "quiet zones" and to eliminate the mandatory blowing of train horns at all train crossing locations. There are still two zones that are not fully quiet, but this issue continues to be addressed.

The Solicitor's office has begun the process of negotiating the contracts of nine (9) unions, all of which expired on June 30, 2011.

The Solicitor's Office is working with the Mayor to implement changes to employee health care plans that will reduce the cost of those plans to the City.

The Solicitor's Office responded to all union grievances that were not resolved at the initial stages.

Actions and cases of note during the last year include the following:

Richard J. Maestranzi and Leo J. Maestranzi v. City of Beverly, Essex Superior Court Docket No. 2002-01580D. This case has been settled and all conditions have been met by both parties. The settlement had as its major feature the conveyance of a parcel of vacant city land, but no monetary payments by the City to the plaintiffs. The land conveyed (6.62 acres) was equivalent in size to the land taken (6.74 acres). The City Council had approved a Home Rule Petition requesting that the State Legislature approve the conveyance of the 6.62-acre parcel of City land to the plaintiffs in settlement of this claim. The legislature approved the Home Rule Petition and it was signed by the Governor. The Court case has now been dismissed and the parcel conveyed to the plaintiffs. This matter is now closed.

The Solicitor's Office continues to be involved with the condemned two family at 32 Roundy Street Attempts to have the property voluntarily conveyed to the Beverly Affordable Housing Coalition resulted in the present owner being willing to do so, however, a mortgage on the property made such voluntary transfer unfeasible. The City is proceeding to foreclose on the property for unpaid taxes with the expectation that after the City has taken title to the property it will be purchased and made habitable.

The Solicitor's Office continues to be involved in litigation primarily involving two abutting owners of land in Beverly Farms with cases pending in the Land Court and the Appeals Court.

The Solicitor's Office continues to cooperate and coordinate with insurance counsel in a matter entitled Celeste R. Niarchos, Administratrix of the Estate of Danielle Nicole Tarsook vs. City of Beverly et al, US District Court No. 08-10747-NG in which the representative of a decedent's estate has demanded damages because of the suicide of a 19 year old female. A motion to dismiss filed on behalf of the City and argued in August 2010 was allowed in the Federal District Court on July 7, 2011, dismissing all federal claims. The case will now be transferred to the Massachusetts Superior Court where the remaining state issues will be addressed.

The Solicitor's Office tried in the Essex Superior Court a matter entitled Robert Hubbard, Trustee of Hub Realty Trust v. Beverly Planning Board, Docket No. 2007-1487C which resulted in a plaintiff's verdict on September 17, 2010. Following such verdict the Solicitor's Office met with representatives of the Planning Board and the City Planner's Office and made suggestions as to the improvement of the current Rules and Regulations of the Planning Board. The case did not include a claim for, nor the award of, monetary damages. The development plan was approved by the Planning Board with the conditions that had been made part of the Court's Judgment.

The Solicitor's Office continues to do pre-trial preparation in a matter entitled Kevin Coughlin vs. City of Beverly School Department, Essex Superior Court Docket No. 2009-02044-C. In the matter a retired Beverly School teacher alleges damages caused by a student tainting a drink bottle from which the teacher later allegedly drank.

The Solicitor's Office facilitated the taking of an avigation easement over real property located in Wenham for the purpose of maintaining the safety of aircraft operations at the Beverly Municipal Airport. The landowner thereafter filed suit in two different courts seeking to enjoin the Airport from "topping" trees that were hazardous to aircraft operation. Both courts have denied the requests for injunctive relief and the tops of the trees have been removed eliminating the hazard to aircraft. Litigation regarding the sufficiency of the City's damage award is pending.

The Solicitor's Office has resolved litigation in the matter of City of Beverly vs. Standard Security Life Insurance Company of New York et al, Essex County Docket No. 2007-01201 wherein Standard Security and ASG Risk Management paid the City of Beverly \$100,000.00 and Cook and Company has agreed to provide future services to the City of Beverly valued at \$60,000.00 at no cost to the City or its employees or retirees. The case was dismissed in August 2010.

The Solicitor's Office assisted the Beverly Police Department in restructuring sick leave policy and other personnel changes to allow qualified police officers to continue to receive incentive payments for educational credits despite reductions in Quinn Bill funding by the Commonwealth of Massachusetts. A yearlong trial period has resulted in both the City and Police achieving objective goals and the new Beverly Educational Incentive Program (BEIP) is now a part of the contracts of the Patrol and Superior officers.

The Solicitor's Office is pursuing substantial funds owed to the City of Beverly by Bass River Golf Management, Inc., former operator of the City's Golf and Tennis facility. The City has filed suit in the Essex Superior Court and the case is now in the pretrial discovery stage.

The Solicitor's Office began the process of stepped-up enforcement of past-due real estate tax obligations by sending enforcement letters to those seriously delinquent and starting the Land Court process of tax lien foreclosures against the most serious offenders. To date that effort has resulted in the payment of overdue taxes in excess of \$620,000.00.

The Solicitor's Office investigated the City's rights and obligations regarding a proposed subdivision in Wenham with proposed access via Old Rubbly Road in Beverly and set out a framework for the matter to be addressed by the Beverly Planning Board.

The Solicitor's Office has completed securing from the Commonwealth of Massachusetts Department of Transportation an easement for the City to use property under the Beverly/Salem Bridge for municipal purposes. The easement was recorded in the Registry of Deeds in June 2011. The City (and the public) now has recorded easement rights under the bridge.

The Solicitor's Office assisted the Planning Department in assuring that certain private landowners fulfilled obligations to the City to provide maintenance of important drainage infrastructure.

The Solicitor's Office continues to provide support to the City Public Services Department and the School Department to carry out consolidated building maintenance services at the schools.

The Solicitor's Office provided legal support to the Department of Public Services relating to the completion of construction and settlement of the contract related to the North Beverly Drainage Project.

The Solicitor's Office continues to provide support to the Department of Public Services relating to a public/private partnership to make improvements to Dix Park.

The Solicitor's Office continues to provide support to the Mayor and the Planning Department related to the construction of the planned MBTA garage to be built near the Beverly Depot. The project is now funded and architect plans are nearing completion. Construction is scheduled to begin in 2012.

The Solicitor's Office has continued to assist the Mayor and the Beverly Police Department related to neighborhood issues concerning a group home for troubled teenagers in Ryal Side. These issues have abated significantly due to changes in group home procedures and stepped-up police vigilance.

The Solicitor's Office tried a case entitled *Claire Anderson-Moore v. City of Beverly*, Essex Superior Court No. 2003-01640, in which the plaintiff sought damages and a declaration that she was entitled to employee retirement benefits, resulting in a verdict on behalf of the City. Plaintiff has appealed to the Massachusetts Appeals Court.

The City Solicitor's Office defended a matter before the Civil Service Commission entitled John Vitale vs. City of Beverly in which a Beverly Police Sergeant claims he was improperly by-passed for promotion to Lieutenant. On July 1, 2011 the City was notified that the by-passed party's appeal had been dismissed.

The Solicitor's Office participated in arbitration of the unresolved GRIEVANCE of Edward Comeau, a previous City Electrician terminated from City employment in March 2002. Over the objection of the City that the GRIEVANCE and subsequent arbitration were not in accordance with an applicable collective bargaining agreement and were not in accordance with law, the arbitrator ruled that Mr. Comeau had been wrongfully terminated and entered an award that the City make him whole. The Arbitrator's award has been appealed by the City of Beverly to the Essex Superior Court.

The Solicitor's Office assisted the School Department, the City's Treasurer, and the City's Purchasing Agent in the procurement of laptop computers for use by all Beverly High School students and the drafting of documents to allow students to lease (and buy for one dollar after four years) laptop computers.

The Solicitor's Office assisted the public safety agencies in dealing with officers and firefighters who are injured in the course of carrying out their duties.

The Solicitor's Office defended the City of Beverly School Department in regard to litigation related to the School Department's consideration of private companies to take over the School

Department food service. The School Committee ultimately decided to keep the food service function in-house using its own employees.

The Solicitor's Office negotiated the voluntary retirement of a Beverly Public Safety employee who had been seeking job-related injury enhanced retirement benefits; the employee voluntarily retired under regular (superannuated) retirement rules.

The Solicitor's Office assisted the Mayor in creating a tax-exempt corporation called *Building a Better Beverly, Inc.* to accept private donations to build two all-weather turf fields to be constructed at the high school, one of which is expected to be constructed in the next several months and the other in calendar year 2012.

The Solicitor's Office assisted the Planning and Engineering Departments in drafting, obtaining and recording the easements necessary to make significant improvements to all four of the City's downtown parking lots.

COMMUNITY SERVICES DEPARTMENT

BEVERLY COUNCIL ON AGING AND SENIOR CENTER

INTRODUCTION

The Beverly Council on Aging and Senior Community Center is the municipal department responsible for the planning, coordinating, and implementing programs and services to meet the needs of Beverly's older adults. Additionally, the Council acts as an advocate for frail seniors through its relationships with local human service agencies and other municipal departments including the Fire and Police Departments, the ADA officer, Veteran's Agent and the Board of Health.

VISION and MISSION

The Council on Aging envisions a senior friendly community where elders are engaged in the life of the community; valued for their life skills and experiences; respected for their contributions and supported in their choices to remain independent. The Council is proactive in response to the evolving needs of seniors as evidenced by progressive programming and services focusing on all dimensions of wellness. Social services, education, transportation, exercise, health, recreation and leisure time activities are available to individuals age 60 and older residing in Beverly and surrounding communities. The COA assists the most vulnerable seniors by advocating for supportive services, which increase their ability to live independently in the community.

ADMINISTRATION

Personnel Updates:

The Council on Aging is comprised of a nine member advisory Board and a complement of both full and part-time staff. **MaryAnn Holak** has served as the Executive Director since September

2005. **Meg Pascucci** Assistant Director was hired in October 2010 to fill a vacancy left by Laurie Grant. Ms. Pascucci holds a Master's in Social Work from Boston University. Other full-time staff includes: Activities Coordinator, Building Manager, Transportation Coordinator, Outreach Coordinators (job share), CDL Driver and Receptionist. During FY'11, three CDL Bus Drivers, a Volunteer Coordinator and a custodian all worked part-time. **Nancy Ormiston**, a part-time employee of the Community Development office continues to provide weekly support, paying the bills and making deposits for the Council on Aging.

Teri Allen-McDonough a long time Outreach Coordinator at the Senior Center resigned in November 2010. **Abigail Butt**, currently enrolled in a doctoral program at UMASS Boston in the field of Gerontology was hired to replace Ms. Allen-McDonough in March 2011. Ms. Butt works 19.5 hrs./wk.

FY '11 BUDGET SOURCES & MAJOR DONATIONS IN FY '11

The Council on Aging receives revenues and pays its' expenses through three sources. The municipal budget for 2011 totaled \$532,534 of which \$505,485 was spent. The \$27,048 surplus is mostly attributable to vacancies in the Assistant Director and Outreach Coordinator positions for several months each. The state formula grant based on the 2000 Census of 7,637 seniors in Beverly @ \$7.00 per senior, totaled \$54,534 and the Enterprise Fund was budgeted for \$87, 425.

The Estate of Barbara McClean, a former BCOA staff member made a \$31,000 donation to the Center for the purpose of re-establishing a Companion Program. Essex Park Rehabilitation and Nursing Center made an unsolicited \$30,000 donation to the center. We are currently working with an interior design expert with plans to utilize this money to update furnishings and reconfigure space on the second floor of the center. The Friends of the Council on Aging also followed through on its commitment to rebuild the stage in the main hall and to upgrade our HVAC system and made payments for these projects totaling, \$27,525.

PROGRAM HIGHLIGHTS:

The Activities Coordinator, Kendra Seavey is to be commended for her program planning and implementation skills and successes during FY '11. Highlights are as follows:

Senior Day in the Park – Bob Hobbs was name Senior of the Year at the Annual Senior Day at Lynch Park in August 2010. Over 500 seniors attended and local, state, and federal elected officials were on hand to deliver citations to Mr. Hobbs. Twenty-seven sponsors contributed \$8,700 to the event. Electric Insurance Company and the Beverly Rotary were major sponsors both with donations and providing over 40 volunteers for the day of the event.

Senior Field Day – Gordon College Recreation majors planned an intergenerational field day held on the beautiful Gordon College in May. They invited seniors from all over the North Shore to attend and also recruited students to attend and participate.

Charting Your Course – this six-week lecture series was held in the evenings to attract younger seniors interested in planning for their future. Salem Five Bank made a \$500 donation to support the program and the 18 attendees received help with retirement planning, housing options,

financial management and recreation and leisure activities. The presenters all donated their time to the program and each received a small gift for their participation.

Health and Wellness Services – With support from area home care and health agencies, the Council provides weekly blood pressure screenings and health assessments. A Salem State University student, fulfilling a Master’s in Nursing requirement offered two, four hour clinics at the Center, serving 51 seniors on a weekly basis from February-May 2011. Three hundred and forty eight (348) individuals participated in weekly exercise classes including Yoga, Tai Chi, PACE, line dancing and group exercise, totaling over 6,585 units of service.

TRIAD/SALT Council – This committee is a partnership with local police and public safety officials, the sheriff’s department and senior volunteers. A lecture series was offered with topics as diverse as living wills and durable power of attorney, scam and fraud awareness, and fire safety.

OUTREACH, INFORMATION AND REFERRAL SERVICES:

The Outreach Team provided 624 seniors with one on one support totaling 1,415 units of service in areas such as: information and referral, phone support, fuel assistance, farmer’s market coupons, home visits, case conferences and advocacy. Additional supportive services to Beverly seniors such as friendly check-in phone calls, birthday visits, seasonal yard work and holiday basket deliveries were provided to homebound, isolated, at-risk seniors of Beverly.

Scholarship Committee - The COA Board of Directors voted to deposit commissions from trips offered to the Scholarship fund. This fund is used to assist low-income seniors who want to participate but are unable to afford, activities, programs, events, classes and trips or for the purchase of personal items and equipment. **Forty-six scholarships were awarded in FY ’11.**

Community Garden – Summer 2010 was the first year we planted a vegetable garden at the Community Garden site on Cole Street. Vegetables were harvested throughout the summer months and the produce was shared by seniors and with the Bootstraps. The garden was once again planted in May of 2011 with plans to once again contribute to Bootstraps and also with seniors who attend the Center.

The Beverly Hoarding Task Force – Seniorcare, Inc. agreed to lead the hoarding task force and continues to hold task force meetings at the Senior Center. Representatives from the Board of Health, Fire Department and Senior Center all attend. In addition, Assistant Director Meg Pascucci and volunteer Miriam Pett co-lead a 6 week Clutterbugs Group at the Center.

Out of Town Medical Transportation Program - Fifty-seven (57) individuals received 233 round trip rides to medical appointments in Danvers, Peabody, Salem, Manchester and Wenham through our arrangement with MASSTRAN, a private transportation company based in Danvers. Funds were exhausted for this service by the end of the fiscal year and the riders were notified that the service would be discontinued until further funding was identified. All riders were provided with information about alternative transportation options.

Medicare (SHINE) Counseling – SHINE counselors are on site twice a week providing meetings and individualized programs for clients. Two hundred and two (202) individuals were assisted with their health insurance concerns.

Meal Program – Seniorcare, Inc. continues to manage and staff the home-based and on site meals program. The city contributes \$4,038 toward this effort annually. In FY'11, 37,316 meals were delivered to Beverly seniors and 12,038 meals were served at the Center. Sidekim Caterers of Lynn is the vendor for the meal program.

Greater Lynn Senior Services – We provide meeting space to an Older Battered Women's Support group, administered by GLSS. We also agreed to partner with GLSS on its' federally funded **Mobility Links** Program in order to better serve the transportation needs of Beverly seniors by providing them access to a toll free phone number to receive information a variety of options for their transportation needs.

VOLUNTEERISM AND COMMUNITY INVOLVEMENT:

Volunteerism – Over 200 people provided volunteer support to the Senior Center in FY'11. Volunteers entertained, instructed, gardened, counseled, answered telephones, served lunch, washed dishes, worked Bingo, prepared mailings and more. The center held two volunteer appreciation events during the year to thank the volunteers for their involvement. The Friendship Group volunteers collected items to send to soldiers overseas and a Briscoe student implemented an intergenerational letter-writing project to State Representative Jerry Parisella, who is serving in Iraq. The R & R 2000 Big Band, with their 14 volunteers, provided musical entertainment each week to approximately 90 seniors.

Beverly Community Council – The Beverly Community Council hosts five luncheon meetings throughout the school calendar year at the Senior Center. The luncheon meetings are opportunities for agency staff to network and to learn about programs and services in Beverly that meet a community need. MaryAnn Holak is currently serving as the President of the Community Council.

Aging and Disabilities Resource Consortium of the North Shore – Executive Director, MaryAnn Holak is a member of this group and was a participant in a panel discussion on transportation options at its' annual conference in September 2010.

Electric Insurance Company - the company's Employee Involvement Team sponsored and volunteered at Senior Day at Lynch Park in August 2010 setting up and breaking down tables and chairs, cooking and service lunch to 500 people and contributing door prizes to the event. They also sponsored and volunteered at a BBQ at during National Senior Center month in September 2009, serving 125 seniors.

Beverly Rotary Club sponsored Senior Day in the Park and picked up the costs of the band, ice cream, gift for the senior of the year and over a dozen members helped serve ice cream to the attendees.

Keller Williams Realty – the Beverly office completed a “day of service” and did Spring yard clean-ups at the homes of 23 seniors.

The Food Project - Youth from the Food Project volunteered at the center every Wednesday during July and August and helped with grounds work and building improvement projects.

Beverly Hospital – The hospital provides a SHINE, Medicare insurance counselor who holds office hours at the Center. They also offer monthly health lectures at the Center.

Medication Take-Back Program – The Senior Center served as the site of two medication take-back programs in FY ’11. This collaboration between the Board of Health, Police Department, Beverly Hospital and the Senior Center enables citizens to drop off out of date, unused medications and prevents both the inappropriate disposal of drugs and also of the drugs getting in to the wrong hands.

School Involvement – The Briscoe Middle School band and chorus performed two shows, the Cove School first graders performed their Memorial Day Program for us, the Landmark School service group did fall and spring yard clean-ups and the Hannah School Brownie Troop held a May tea party for seniors and teachers. A Briscoe 7th grade English class visited to share poetry with the seniors. High School Art students are working on an “Andy Warhol” type project that will be on permanent display at the Center.

TRANSPORTATION SERVICES:

Our Transportation program provides in town services to seniors. Medical appointments, trips to the Center, hairdresser, grocery store and banks are the primary destinations of riders. In FY ’11, 291 individuals received 13466 rides, a decrease of 1,346 rides over FY. Faced with an aging fleet and a decline in riders, the Council on Aging made a difficult decision to eliminate one 30-hour/wk. employee from the budget for FY’12. The impact of this change will be minimal, though may affect afternoon rides on days when one of the three remaining drivers are not on duty. A Mobility Assistance grant was received and the Council will take possession of a new van and an 18-passenger mini-bus that should alleviate many of the concerns about the fleet. The Transportation Committee of the COA Board continues to meet on occasion to assess transportation needs and options and to analyze the costs associated with this service.

ACKNOWLEDGMENTS:

The Council wishes to thank the many individuals, groups, volunteers, and community organizations for their continued support and dedication to the seniors of our community.

BEVERLY COUNCIL ON AGING STAFF:

Executive Director	MaryAnn Holak
Assistant Director	Meghan Pascucci
Activities Coordinator	Kendra Seavey
Outreach Coordinator	Abigail Butt
Outreach Coordinator	Elaine Heredeen
Volunteer Coordinator	Gail Murley

Transportation Coordinator	Bill Brewer
Custodian	Gordon Chafe
Building Manager/Custodian	Ralph Palmer
Receptionist	Marjorie O'Brien
CDL Driver	Diana Gebhardt
CDL Driver	Leonard Richardson
CDL Driver	Lynda Santos

BEVERLY COUNCIL ON AGING BOARD OF DIRECTORS FY '11:

Bradford Gaige, Chairperson	Robert Hobbs
Blair Smith, Vice-Chair	Claire-Marie Hart
Cynthia Montalbano, Secretary	Patricia Reade
Ann Horrigan	Brandon Ruggieri

BOARD OF HEALTH

It is the mission of the Board of Health and its staff to serve as a resource intended to prevent, promote, protect and meet the multitude of health related needs of the community.

The following is a summary of the programs and inspectional activities implemented by the Board of Health and its' staff for the 2011 fiscal year (July 1, 2010 – June 30, 2011).

BOARD OF HEALTH

Frank S. Carbone, Jr., MD, Chairman
 William J. Alpine, Jr., Esq.
 Jerald A. Parisella, Esq. (resigned December 31, 2010)
 Susan Higgins (appointed January 2011)

Medical Director, Demetrious Rizos, DO, FACP, FASN
 Inspector of Animals, James Lindley

HEALTH DEPARTMENT STAFF

William T. Burke III, RS, CHO, Director of Public Health
 Judith Balboni, Administrative Assistant/Clerk of the Board
 Joseph A. Reale, RS, Environmental Analyst
 John Fralick, Health Inspector (resigned August 18, 2010)
 Santa Zingariello, Health Inspector (started November 29, 2010)
 Kathleen McCullough, Principal Clerk
 Patricia Zingariello, RN, BSN, CHO, Public Health Nurse

DENTAL CLINIC STAFF

Kiva Skolnick, D.M.D., Dentist
 Susan Pelletier, RDH, Dental Clinic Hygienist

Judy Tanzella, RDH, Dental Clinic Hygienist
Kathleen Ambrefe, Clinic Coordinator

ENVIRONMENTAL HEALTH

The Board of Health is responsible for directing and administering a program of environmental health related services for the city and its residents. The Health Department is responsible for enforcing numerous State Sanitary and Environmental Codes as mandated by State law. Massachusetts General Law, Chapter 111, Section 31, provides the Board of Health with the authority to make reasonable health regulations. In addition to the mandated state regulations, the health department is responsible for the enforcement of local regulations. A variety of inspections are conducted to determine compliance with said codes and regulations. The following is a list of enforcement activities for FY 2011:

TYPE	TOTAL #
Plan Reviews/ compliance visit	96
Food Service Inspections	372
Food Service Re-inspections	287
Food Service Complaints	14
Retail Food Inspections	69
Retail Food Re-inspections	39
Retail Food Complaints	0
Mobile Food Inspections	7
Mobile Food Re-inspections	0
Temporary Food Inspections	1
Housing Inspections	50
Housing Re-inspections	37
Rooming House Inspections	22
Change of Occupancy Inspections	229
Change of Occupancy Re-inspections	32
Lead Paint Determinations	0
Nuisance/Trash Inspections	48
Nuisance/Trash Re-inspections	16
Recreational Camp Inspections	38
Recreational Camp Re-inspections	0
Semi-Public Swimming Pool Inspections	24
Semi-Public Swimming Pool Re-inspections	16
Tanning Facility Inspections	9
Tanning Facility Re-inspections	1
Soil Testing (Title 5)	4
Septic System Construction Inspections	37
Environmental Complaints	9
Court/Administrative Hearings	1
Food Related Hearings	2
Meetings, Seminars and Conferences	235
Beach Sampling (12 weeks)	132

Beach Re-Sampling	16
Animal Complaints	1
Body Art Establishment Inspections	0
Body Art Establishment Re-inspections	0
Body Art Practitioner License Review	11
Vaccination Clinics	14
TB Surveillance	15

NUMBER of PERMITS ISSUED as of JANUARY 1, 2011

Change of Occupancy.....	266
Food Related.....	261
Milk.....	186
Caterers.....	10
Tobacco Sales.....	44
Swimming Pools.....	12
Recreational Camps for Children.....	13
Disposal Construction Installers.....	11
Septic Haulers.....	11
Tanning Facilities.....	9
Dumpster Contractors.....	9
Body Art Establishments.....	2
Body Art Practitioners.....	9
Keeping of Animals.....	18
rDNA.....	3
Funeral Directors.....	2
Motels.....	1
Frozen Desserts.....	13
TOTAL.....	880

In FY 2011 the department continued to collaborate with other municipalities and organizations to receive grants/awards and to obtain favorable service contracts. Examples include:

GRANTS/AWARDS

- **\$196,404 –Public Health Emergency Preparedness Grant** from the Massachusetts Department of Public Health (MDPH). The grant was awarded to a fifteen-community coalition called The North Shore – Cape Ann Emergency Preparedness Coalition. The purpose of the grant is to develop a regional approach to public health emergency preparedness and develop specific public health roles/plans for infectious disease emergencies. For more information visit the coalition’s website at www.nscalert.org
- **\$14,285 – Medical Reserve Corp (MRC)**. Funding to recruit, train and drill medical volunteers for the Emergency Preparedness Coalition to utilize at events and in cases of emergency.

- **\$108,000 – MDPH Tobacco Control Program.** The grant was awarded to a ten-community collaborative called The North Shore Area Boards of Health Collaborative. The purpose of the grant is to provide enforcement support for the community's *Environmental Tobacco Smoke and Youth Access to Tobacco Regulations*. One full and one targeted compliance check of the 44 establishments selling tobacco products were conducted. In addition, two store visits were conducted, one educational visit to insure each establishment had the appropriate signage and permits, the second to assess the emergence of Other Tobacco Products (OTP) that are inundating the retail markets.
- **\$50,000 – Local Public Health Collaborative Skin Cancer Prevention Project** from the North Shore Community Health Network. The grant was awarded to a seventeen community collaborative of local health departments. The goals of the project are to reduce skin cancer rates on the North Shore/Cape Ann area and to strengthen the capacity of local public health to work collaboratively.
- **\$750 MDPH Fluoride Rinse Grant** - Provides fluoride and supplies for the Fluoride Rinse Program. 1,148 students participated in the program during FY 2011.
- **\$9,240 MDPH Zostavax (shingles vaccine) Grant** - Used to provide immunization to 60 eligible Beverly seniors at no cost. This grant overlapped with the previous fiscal year. Cash donations in the amount of \$125.00 were collected and given to Beverly Bootstraps for their food pantry.

IN-KIND DONATIONS

Fluoride Rinse Parent Volunteers
 Jacqui Williams, MDPH
 Northeast Regional Ambulance
 Salem State Nursing Program
 Council of Aging Knitting Club

SERVICE CONTRACT

- As a member of the subcommittee of the Essex County Household Hazardous Collection Network we were able to negotiate a very beneficial collection contract with Clean Harbors Inc. for 2011, 2012 and 2013 that was significantly below the state contract prices and lower than previous contracts.
- The City of Beverly continues to be a member of the Northeast Massachusetts Mosquito Control and Wetlands Management District. The district services include, but are not limited to: catch basin treatments, selective ground adulticiding, habitat surveillance and emergency response aerial

COMMUNITY HEALTH

The Board of Health/Health Department offered and sponsored a wide variety of community health, environmental awareness and educational outreach programs in FY 2011. Examples include:

Beverly Dental Clinic – Provides oral health services to schoolchildren, who otherwise would not have access to care. The total patient enrollment in the clinic for FY 2011 was 204, a decrease of 104 from FY 2010. The clinic continued the Fluoride Mouth Rinse Program in elementary schools with 1,148 students participating, an increase of 76 from FY 2010. The clinic provides ongoing educational outreach. The clinic total insurance reimbursement for the year was \$28,667. The reimbursement will be used to offset operating costs in FY 2012. The high school project includes space for the dental clinic's assimilation. Efforts are ongoing regarding finding an entity for the operation of the School-based Health/Dental Center. The assimilation will aid in the sustainability of the ninety-five year old public health program. For a complete summary of clinic activities please see the FY11 Beverly Dental Clinic Annual Report

Annual Seasonal Flu Clinics – Approximately 750 doses of seasonal Flu vaccine were administered at our flu clinics in the fall of 2010, which included first responders. With the continued help of Endicott nursing students, the Health Department's FY 2010 flu clinics were able to provide immunizations in an efficient and cost-effective manor. The use of nursing students benefits the department, the community and the students. We are happy to have had their assistance and plan on continuing this partnership in the future. A food drive to benefit Beverly Bootstraps was held at the flu clinics and cash donations of \$391.00 along with non-perishable food items were collected.

The Health Department participated with other local health departments in a regional seasonal flu clinic conducted at the Northshore Mall on December 16, 2010. One hundred forty doses were administered.

We continue to contract with Public Sector Partners to bill Medicare for our seasonal flu clinics. They are paid 10% of paid claims and we have found an increase in the rate of reimbursement above and beyond that 10% fee.

Student Nurses – The department continues its partnership with Endicott and Salem State Nursing Programs. The Salem State RN to BSN Program was a one-on-one experience to expose students to public health nursing. Whereas this nurse was already a licensed registered nurse, she was able to provide hands on approach and assist with public health functions.

River House Shelter Nursing Services – The health department serves as a resource for the River House staff regarding health-related problems or concerns. Nursing services for shelter clients was arranged with Partners Home Care through a grant. Unfortunately, grant funding ceased in June 2010 and nursing services are no longer provided. Partners Home Care continues to provide the following services: flu and pneumonia clinics and quarterly TB clinics. The health department will continue to work with the shelter to pursue sources of nursing services. The health department provides over-the-counter medications and supplies such as: individual first aid kits, sunscreen, gloves, hand sanitizer, cough drops, Tylenol, ibuprofen, bandages and alcohol swabs. Educational materials were provided to clients and staff.

Morbidity & Mortality - There were approximately 198 deaths of Beverly residents where death occurred within the community. These figures include deaths at Beverly Hospital, three nursing homes, at home by illness and through accident or suicide. The leading cause of death is

Heart Disease with the general category of Cancer as a very close second. Death by drug overdose has steadily increased over the last few years, similar to many other communities.

Communicable Disease Surveillance – In accordance with 105 CMR 300.000: Reportable Diseases, Surveillance, and Isolation and Quarantine Requirements the health department is responsible for investigating the seventy-seven reportable diseases. The following reportable diseases were investigated this fiscal year:

Case Counts for Beverly (July 1, 2010-June 30, 2011)

Disease Name	Status	Event Counts
Babesiosis	CONFIRMED	1
Campylobacteriosis	CONFIRMED	7
Cryptosporidiosis	CONFIRMED	3
Dengue Fever	SUSPECT	2
Ehrlichiosis	REVOKED	1
Ehrlichiosis	SUSPECT	1
Giardiasis	CONFIRMED	3
Group A streptococcus	REVOKED	10
Group B streptococcus	CONFIRMED	7
Group B streptococcus	REVOKED	1
Hepatitis A	SUSPECT	1
Hepatitis B	CONTACT	2
Hepatitis B	PROBABLE	1
Hepatitis C	CONFIRMED	8
Hepatitis C	PROBABLE	12
Human Granulocytic Anaplasmosis	PROBABLE	1
Human Granulocytic Anaplasmosis	REVOKED	4
Human Granulocytic Anaplasmosis	SUSPECT	1
Influenza	CONFIRMED	9
Legionellosis	CONFIRMED	1
Lyme Disease	CONFIRMED	9
Lyme Disease	REVOKED	2
Lyme Disease	SUSPECT	13
Malaria	CONFIRMED	1
Pertussis (and other Bordetella species)	CONFIRMED	3
Polio	REVOKED	1
Salmonellosis	CONFIRMED	5
Salmonellosis	REVOKED	1
Shiga toxin producing organism	CONFIRMED	1
Shigellosis	REVOKED	1
Staphylococcus aureus (MRSA, VISA, VRSA, TSS)	CONFIRMED	114
Streptococcus pneumoniae	CONFIRMED	3
Streptococcus pneumoniae	REVOKED	1

Syphilis	SUSPECT	17
Varicella	PROBABLE	1
Varicella	REVOKED	1
Varicella	SUSPECT	4
Vibrio sp.	CONFIRMED	1
Total Events/Cases		255

These cases do not include the vast numbers of illness complaints, including noroviruses, which are expected to be investigated but have not been laboratory confirmed. In addition, there were numerous animal bite follow-ups.

Massachusetts Immunization Program Vaccine Depot – The Massachusetts Immunization Program (MIP) provides all of the vaccines for the Beverly Health Department. Vaccines are now drop-shipped directly to community vaccine providers by the State. A yearly audit is conducted by the Massachusetts Department of Public Health. Temperature logs and associated paperwork are reviewed for compliance with the immunization standards.

ENVIRONMENTAL AWARENESS

Household Hazardous Waste Collection Event – The April 23, 2011 event was very successful, accepting hazardous waste from 259 vehicles, a decrease of 76 vehicles from last year. Beverly and Salem continued their reciprocity agreement this year allowing one another’s residents the option of attending either event. In the fall, 45 Beverly residents attended Salem’s event and 35 Salem residents attended Beverly’s event. Also collected were 88 propane tanks, 110 automobile tires and 25 car batteries. The net cost of the event to the city was \$6,032.62.

Mercury Recovery Program – Mercury thermometers may be exchanged for digital thermometers and other mercury containing products (i.e. thermostats, button batteries, etc.) may be dropped off for recycling. The following mercury containing products were collected this year: 16 thermometers, 29 thermostats, 3.7 lbs of button batteries and 2 lbs of elemental mercury.

Medication Take Back Program – In conjunction with Beverly Hospital and the Beverly Police Department two collection events were held in FY 2011. The first was on September 25th and the second was on May 7th. Both events were well received. The September 25, 2010 collection was a regional collection including the communities of Beverly, Hamilton, Wenham and Ipswich. Three hundred ninety-nine pounds were collected with the majority coming from Beverly. This zone ranked second in the state for amount collected.

On November 18th, the Health Department, Police Department and Beverly Hospital were honored with a plaque from North Shore Elder Services for the work that was done establishing and maintaining a Medication Take Back Program. The “We Give Thanks” award was given for community collaboration in a project that benefitted the elderly.

Beverly Hospital continues to provide a sharps kiosk in the hospital lobby for residents to dispose of their sharps on a 24/7/365 basis. The health department provides sharps containers at the Senior Center and City Hall for interested residents so that they may store their sharps prior

to disposal. The health department purchased four wall-mounted sharps containers for all the Senior Center restrooms to provide a safe alternative to disposing of them in the trash, thus minimizing potential needles sticks to the custodial staff.

EDUCATIONAL OUTREACH

Choke Saver Training – In conjunction with the Greater Beverly Chapter of the American Red Cross, the department sponsored an anti-choking training for food service personnel. Approximately 37 food handlers participated in the training.

Third Grade Program – The Dental Clinic arranged dental education visits to all third grade classrooms by a dental hygienist. The program sponsored by the Health Department is in recognition of February Dental Health Month.

Oral Health Education – Our annual Dental Health Education Program was presented to all public and two parochial schools for grades K, 1, 3 and special needs. The program promotes good oral health habits to children.

Hoarding Task Force – The Health Department continues to participate in this multi-discipline working group to deal with the difficult problems associated with hoarding.

BevCam – Beverly Cable has been provided with educational DVD's which include the following topics: Respiratory Hygiene, Vaccine for Children, ICE the Forgotten Food, Beavers, Coyotes, Food Safety for Seniors, Flu Care at Home, Handwashing, Sun Safety and Bed Bugs.

Emergency Preparedness Coalition Volunteer Trainings – Training topics for medical and non-medical volunteers regarding emergency dispensing sites and pandemic planning. Trainings held this year included: Behavioral Health, Sheltering, Small Animal Sheltering and First Aid.

Emergency Preparedness – Conducted pandemic planning with the three Beverly nursing homes. In addition, a set of eight emergency preparedness posters were laminated and sets were given to the following: City Hall, the library, public and private schools and the YMCA. Funds also supported the donation of pediatric facemasks, good health habits coloring books and stickers for children waiting in the Emergency Department of Beverly Hospital.

Sun Safety – The Public Health Nurse created a sun safety display at the public library. To encourage the use of sunscreen, packets of sunscreen accompanied the display. In addition, a sun safety poster contest took place for fourth graders. Winners of the contest received sun-safety prizes, as did participating classrooms. Participant's posters will hang at the library through the summer.

Mosquito/Tick Education – Laminated posters and educational materials were prepared and presented to the following: Beverly Recreation Department, schools, library, City Hall, YMCA and summer camps.

Newsletters – Articles on the following subjects were submitted to the Council on Aging newsletter: seasonal flu, handwashing, shingles and colon cancer.

Education on Wheels – The department partnered with SeniorCare to disseminate educational materials on a monthly basis via their Meals on Wheels Program to reach the homebound clients they serve. Some of the materials included: emergency preparedness, extreme heat, how to dispose of unused medications, food safety for seniors, handwashing, extreme cold and seasonal flu.

Beverly Bootstraps – The Health Department donated hand sanitizer and Kleenex packages to the Back to School Bonanza program, along with educational materials. In addition, we provided nutritional snacks for the after-school program, health-related books for the summer reading program and coordinated the donation of crocheted/knitted hats, mittens and scarves from the Council on Aging Knitting Club.

Health Fairs and Special Events – The Public Health Nurse provides educational outreach at various events throughout the year. Examples have included: YMCA’s Healthy Kids Day, Employee Benefits Fair, Tiny Tots Day at Lynch Park, Back to School program at Beverly Boot Straps and Health Fairs at Endicott College and the Council on Aging. In addition, educational materials were provided to the Connecting Young Moms program at Beverly Hospital and various Boy and Girl Scout troops for badge activities. School nurses have received educational materials and posters for their schools and crocheted/knitted hats, mittens and scarves for needy children.

The Director of Public Health and the Public Health Nurse serve on a number of municipal and community committees, regional coalitions and professional organizations. Examples of which are: Emergency Medical Services Committee, Local Emergency Planning Committee, Hazardous Waste Oversight Committee, the Beverly Community Council, Beverly Resource Group, North Shore - Cape Ann Community Health Network, North Shore Area Boards of Health Tobacco Control Collaborative, Essex County Household Collection Network, North Shore – Cape Ann Emergency Preparedness Coalition, Community Advisory Council, TRIAD, Hoarding Task Force, Sun Safety Steering Committee and the Massachusetts Association of Public Health Nurses.

The Board of Health charges fees for various permits and services. The following is a list of associated fees collected during FY 2011:

Housing Inspections.....	\$ 11,854.00
Food, Milk, Frozen dessert, Retail & Mobil	28,480.00
Caterers.....	890.00
Tobacco Sales Permits.....	2,200.00
Swimming Pools.....	1,300.00
Summer Recreational Camps	900.00
Soil tests, Title V, & Plan reviews.....	1,800.00
Installers/Haulers.....	1,650.00
Tanning Salons.....	1,000.00

Dumpsters.....	225.00
Body Art.....	1,400.00
Animal Keeping.....	750.00
rDNA.....	300.00
Motel.....	100.00
Other / Miscellaneous.....	<u>520.00</u>
 The total fees collected.....	 \$53,369.00

As we enter fiscal year 2012 the Board of Health and the Health Department will continue to conduct compliance inspections, investigate complaints and promote policies and programs to protect public health and the environment. We will continue to work with other municipalities and private organizations to obtain beneficial grant awards and cost effective service contracts.

On behalf of the Board and its staff I wish to thank Mayor Scanlon and the City Council for their support of our public health efforts throughout the year and for their anticipated assistance and support in fiscal year 2012.

For more information, please visit our website at: www.beverlypublichealth.org

BEVERLY DENTAL CLINIC

This is the Annual Report for the Beverly Board of Health Dental Clinic for the 2011 fiscal year (July 1, 2010 – June 30, 2011). The clinic operated September 1, 2010 through June 8, 2011.

CLINIC ENROLLMENT

There were 204 patients enrolled in the clinic during FY 2011. This represents a decrease of 104 patients from last year. Every patient that was enrolled in the program had at least one visit. Several children had multiple restorative appointments. Seven patients were referred for care outside the Dental Clinic. The following is patient enrollment by school:

CLINIC PERFORMANCE

Examinations	396
Chartings	396
Prophylaxis	396 (includes 2 nd pros)
Fluoride Treatments	393
Sealants	164/511
Restorations	98
Anesthesia	11
Extractions (Primary)	10
Radiographs	47
Emergencies	0

Dr. Kiva Skolnick worked in the clinic for a total of 124.5 hours

FLUORIDE MOUTHRINSE PROGRAM

The Fluoride Grant was continued for the 2010/2011 school year. The request for the Grant renewal for the 2011/2012 school year was filed in April 2011. An annual report of the Fluoride Rinse Program was completed and forwarded to the Commonwealth of Massachusetts, Office of Oral Health in May.

This grant continues to be provided for the following schools: Ayers, Cove, Hannah, North Beverly and Centerville. Each school is monitored throughout the year by the Clinic. The supplies for the program were provided by the Massachusetts Department of Public Health at a cost of approximately sixty cents per student. Fluoride emergency kits were checked and updated. Kits and fluoride are secured under lock and key at each school. Beginning with the 2011/2012 school year, the school nurses will oversee and monitor the program in their respective schools. The clinic staff coordinated an in-service training for the school nurses by the Massachusetts Department of Public Health, Office of Oral Health. The clinic staff will be available for consultation on an as needed basis.

Participation in the Fluoride Rinse Program

	Number of Students
Ayers School	250
Cove School	218
Hannah School	205
Centerville School	221
North Beverly	254
Total	1,148

EDUCATION

Our annual Dental Health Education program was presented to all Beverly public schools and two parochial schools in grades kindergarten, first and third. This program continues to promote good oral health habits to all children. The Kindergarten and Special Needs children were visited in their classrooms this year, as the Dental Clinic cannot accommodate classroom sizes. Because of continued budgetary and time constraints, the remaining grade levels did not receive dental health lessons this year.

THIRD GRADE PROGRAM

The clinic arranged dental education visits to all third grade classrooms from clinic hygienists and several local dentists. This program is sponsored by the Beverly Health Department in conjunction with February Dental Health Month. The clinic provided the supplies and arranged a convenient time with the teachers for the dental health lessons.

BEVERLY DENTAL SOCIETY

Members of the Beverly Dental Society have continued to be extremely supportive of the Clinic's attempts to service the dental needs of its patients. The Society's willingness to support this program via time and dental services is greatly appreciated.

CLINIC LICENSURE

On May 10, 2010, The Commonwealth of Massachusetts Department of Public Health renewed the Beverly Health Department's Dental Clinic license effective until May of 2012. The clinic received insurance reimbursements totaling \$28,667 for the 2010-2011 school year. Reimbursement revenue will be used to offset operating costs in FY 2012.

SCHOOL-BASED HEALTH/DENTAL CENTER

The high school renovation project includes space for the Health/Dental Center. Discussions with Beverly Hospital and North Shore Community Health Inc. (NSCH) have taken place regarding the operation the center. A Request for Proposals (RFP) was issued in May of 2011, but unfortunately solicited no responses. We will continue to work with the school department and the community to find potential interested partners. Once an entity is identified, selected and obtains a license, the dental clinic would be assimilated into the center. The assimilation will aid in the sustainability of the ninety-five year old public health program.

SUMMARY

The 2010-2011 school year for the Beverly Dental Clinic was successful and efficient. All students enrolled in the Dental Clinic had restorative and preventive work completed prior to the conclusion of the school year.

The number of students receiving dental care decreased again this year. Potential reasons for the decrease may be attributed to decreased school enrollments and more local dentists becoming Mass Health providers. Most students maintain caries-free mouths, due to preventative education, proper diet, fluoride, and sealants. Very few students needed to return for multiple restorative visits.

The program continues to provide quality dental health services to Beverly school children that otherwise would not have access to care. Whereas there were no responses to the RFP, the clinic is scheduled to continue operation as usual at its Briscoe Middle School location for the beginning of the 2011-2012 school year. As we enter into FY 2012, we look forward to continuing and improving this beneficial public health program.

PUBLIC LIBRARY

Library Director – Patricia Cirone

SERVICES: The Beverly Public library is in the forefront in serving the residents of Beverly through their two branches, their Bookmobile and through their ever expanding online services and resources. Our Bookmobile, one of four left in the state of Massachusetts delivered 23,907 books to children who might not otherwise have had a chance to read them. In addition it

delivered 33,672 books to seniors and other adults in the Beverly community with limited access to the Main Library or Farms branch. Our total circulation to members of the community was 372,541 books and materials – an average of over 1,000 books per day. Some of these books were delivered electronically, via the library’s subscriptions to Overdrive and netLibrary – a trend that is rapidly growing. Indeed, Beverly outpaced all other NOBLE libraries in the number of downloaded ebooks and audiobooks, with over 3,200 downloads – greater than the next highest library in the NOBLE consortium by over 1,000 items. In addition to downloading ebooks and audiobooks, an average of 879 patrons visited the library’s website each day to download articles, reserve museum passes, renew books or search for information. The library’s 24/7 presence on the web provides Beverly residents access to information and help at all hours of the day or night, regardless of busy schedules. We are one of the few libraries in the state that continue to provide live chat with reference librarians for help with homework, research, downloading books or other questions 24 hours a day, seven days a week, via the “Ask a Librarian” link on our home page.

The theme for this year’s Summer Reading program for children is “One World, Many Stories,” with many well-attended programs, arts and crafts and book groups covering other cultures as well as our own. Once again our children’s department is working with the reading coordinators at all the public elementary schools and every school child enrolled in the public elementary schools received a reading log for the summer reading program and will get their certificates at school this fall. Enrollment in the program is available in the library for children not enrolled in the public school system. The children’s department continues to offer story hours for younger children during the summer months as part of their expansion of services to children.

The Library continues to buy multiple copies of each title on the Beverly Public Middle School and High School summer reading lists, in print and on audio where available, in order to ensure that all students have access to their required reading. The librarians here at the library work closely with the Beverly Public middle school and high school throughout the spring to create lists that combine quality reading with themes that will engage the students’ interest and increase active participation in reading over the summer.

There were numerous programs throughout the year for adults, teens and children, including author visits, story hours, movies, plays and crafts programs. The adult series of programs on Monday mornings (Sept. to May) continued to draw crowds of up to 75 attendees each session. The Library, in conjunction with Gordon College, the Hamilton-Wenham Library and the Greater Beverly Educational Roundtable participated in a community read of “Tinkers” which culminated in a talk by the Pulitzer Prize winning author, Paul Harding, at Gordon College.

FACILITIES AND EQUIPMENT:

Both the skylights and the Essex street entrance to the building are still in need of repair. While some interim repairs have helped adjust the library’s HVAC system, we are still waiting for the funds to be available for a major overhaul and repair of the system. No new major problems have developed in either of the buildings this year.

The anticipated arrival of the new Bookmobile was tragically delayed by a fire in the Moroney garage just days before the vehicle was due to be delivered. A new vehicle has been placed on order and should be delivered in FY2012.

PARKS & RECREATION DEPARTMENT

Director – Bruce Doig

FY2011 was another very successful year for the Beverly Recreation Department. Thousands of Beverly citizens of all ages participated in a huge number of programs throughout the year, including many new and exciting classes and events. We are very proud of our exceptional staff, including over 80 summer employees and over 40 volunteer Counselors in Training, and especially our full time office staff that works very hard to ensure that everything runs smoothly year round.

Parks Program: The Recreation Department again staffed 12 public parks in the summer of 2010. There were very high numbers at all of the parks that were staffed last summer. The numbers of registered children at each park in 2010 were:

Hannah School – 85	Balch Playground – 43
Centerville School – 173	Bessie Baker - 66
North Beverly School – 82	Bartlett Gardens - 32
Livingstone Playground – 89	Ahearn Park - 17
Cove Playground – 75	Holcroft Park - 22
McKay Playground – 71	Apple Village - 45

Many children found plenty of fun and excitement at their neighborhood parks. The high-energy Park Program staff kept the kids busy all summer with many new playground activities and an exciting schedule of nine weekly special events at Lynch Park. The summer park program is fully funded by the city's general budget and this program provides enjoyment for hundreds of children throughout the summer.

During the summer of 2010 the summer park program continued to include an afternoon Active Park program three days per week at Livingstone Playground. The intent of this afternoon program was to give children an opportunity to participate in healthy activities throughout the day instead of just at the morning park program. Many children from all over Beverly came to this program to participate in baseball, basketball, football, soccer, street hockey and many other active games to promote healthy lifestyles. This program is designed to help combat the growing obesity issue facing Beverly children every day.

Special Events: There were nine weekly special events at Lynch Park again in the summer of 2010. The Special Events included Jacob Brower Day, Hero Day, Wild, Wild West, Beverly Pride Day, Crane's Beach, Kids Carnival, and the world famous Luau and Lip Sync Contest. For these special events, Beverly children are bused from all over the city to Lynch Park to meet other children and play games and compete against other playgrounds and camps for bragging

rights. Thursdays at Lynch Park in the summer are truly “Special”. The annual Jacob Brower Day is funded by the Jacob Brower trust fund and provides a number of great activities and a free lunch for every child as part of a huge 4th of July celebration each summer.

Counselor in Training (CIT) Program: The very successful CIT program continued for the sixth year in the summer of 2010 with 44 teens (ages 13-16) volunteering as many as 250 hours each to assist our staff at parks and camps. Every park and camp was staffed with 2-3 volunteers who, under the guidance of a CIT Director, gained work experience and received on-the-job training. Each CIT was involved in planning activities, inventing games, mentoring children, and assisting the full-time counselors in running their parks and camps. We are very proud of this very successful program and the volunteers who sacrifice their summer vacations to make this program so successful.

Playground Equipment Updates: As a certified playground safety inspector, the Recreation Director continued to conduct a total safety survey of all playgrounds in the city in the past year. Fifteen play areas were identified for improvements to playground surfacing and several areas were identified for removal of equipment due to ADA and safety issues. In the fall of 2010 and spring of 2011, another 800 cubic yards of engineered playground wood fiber was installed at 8 playgrounds around Beverly at a cost of over \$15,000. The installation of this safety surfacing will ensure the safety of these play structures for several years. This is part of an annual safety program

An additional \$20,000 was approved for playground equipment repairs again in FY2010. Most of this funding went towards replacing the old play structure at Cove Playground, one of only a few remaining old wooden structures in the city. Based on the results of the most recent safety survey, the remaining wooden structures will be identified for repair or replacement starting in the fall of 2011.

The Recreation Department has been working very closely with the Friends of Cove Park (Kimball-Haskell Park) and the Department of Public Services to design and implement 2 new play structures by September 2010. A second phase of this project made continued improvements to this park, including landscape borders and many new benches and picnic tables. Most of the funding for this project came from private fundraising by the Friends of Cove Park with many people working very hard to make this project a reality by raising over \$100,000.

The Recreation Department also worked very closely with the Beverly Farms Improvement Society and the Department of Public Services to implement major improvements to Dix Park in Beverly Farms. The improvements include a complete renovation of the entrance to the park from Dix Way. Other improvements include a renovated tennis court, multi-purpose court, new basketball court, walking path, spectator stands, enlarged baseball field and repairs to the existing playground equipment. The total cost of these improvements is over \$100,000, which was all raised privately including many significant donations of materials and labor.

The old playground equipment at Femino Park (Lindsey Park) was removed in 2010 due to safety issues. We have been working with some neighbors to begin fundraising for some new equipment in the park.

ADA Transition Plan: The Recreation Director continued working with the ADA Coordinator, Art Daignault, and the Department of Public Services to address areas identified for improvements during past inspections of all Recreation Department facilities. A full survey of all parks was completed again in September 2010.

The Recreation Commission continues working closely with the City's ADA Coordinator to update the transition plan for the city including listing all work required to ensure all parks and playgrounds in Beverly are fully compliant with this law.

Summer Camps (Tiny Tykes, Acme Jr., Acme, Adventure): The four camps run at Lynch Park include Tiny Tykes (ages 3-5), Acme Jr. (ages 6-7), Acme Fun Camp (ages 8-10) and Adventure Camp for middle school students. All four camps are based at Lynch Park and some camps take field trips each session. Acme Fun Camp takes one day trip per week to area attractions and Adventure Camp goes on one overnight trip and one day trip during each two-week session. All of the camps, except Tiny Tykes, use Obear Park on Fridays for a change of pace from the daily activities at Lynch Park.

The 2010 summer camp season was another very successful year with over 500 children participating in our five different day camps. Many new staff members joined the department last summer. Joscelyn Ruelle-Kersker, Assistant to Director, and all of the summer camp staff did an outstanding job running all of the camps at Lynch Park. Everyone contributed to make for a very successful summer camp season. Most of the sessions were full and many children attended multiple two-week sessions. These children again enjoyed a wide variety of activities at Lynch Park and Obear Park, with many field trips and special events throughout the summer. These camps provide a safe environment and many wonderful experiences for all of our summer camp children to enjoy each year.

Sports Camps:

For the past seven summers, the Beverly Recreation Department has partnered with many varsity coaches from Beverly High School to provide several sessions of sports camps for hundreds of young Beverly athletes. Coach Dan Bauer ran another successful youth football camp for the youngest players with about 60 players attending. In addition, Coach Bauer ran the NFL High School Player Development Camp with over 120 players attending in August 2011. The HSPD Camp is sponsored by the NFL and the National Guard with no cost to the players to attend the camp.

Coach Dave Wilbur ran two successful baseball camps and Coach Megan Sudak ran a successful softball camp in 2010. Between all of these camps, several hundred more children were able to participate in these skill development clinics last summer.

Beaches: Three beaches (Dane St., Lynch and Woodbury) were staffed again in the summer of 2010. Things went well with no major problems. All of the lifeguard staff and most of the camp and playground staff were again trained in CPR and First Aid by the Beverly Fire Department in a series of classes provided free of charge. This training significantly increases the level of expertise available among our staff and increased our ability to provide safe beaches, camps and

parks for all of the children and citizens of Beverly. I would like to thank Chief Cotter and the Beverly Fire Department for their hard work and efforts to complete this training for our staff in 2010.

Concerts/Homecoming/Movies in the Park: More than twenty concerts were scheduled by the Recreation Department again in 2011 on Sundays, Thursdays and throughout Beverly Homecoming. A couple of concerts were cancelled due to severe weather but the ones that ran were very successful with very large crowds attending. All of the concerts were performed at the Beverly Common and Lynch Park.

Homecoming events had great success in 2010 with great weather throughout the week. The Lip Sync Contest, Lobster Fest, Kids Carnival and Fireworks were very well attended. The 2011 Homecoming week consisted of over 80 events hosted at many sites around the city. Many new events were again added for the 2010 celebration. Thousands of Beverly residents enjoy these events throughout the city concluding with the concerts and fireworks celebration at Lynch Park.

Tiny Tots Day was another success during Homecoming. The Recreation Department staff entertained over 300 children with face painting, cookie decorating, games and a moon bounce. In addition, there was another great concert by Peter Stewart and the Potato Chip Band.

Summer 2010 was the eighth year of our successful outdoor movie series with 6 movies shown at Lynch Park on Sunday nights. This program was a success again and “Movies in the Park” was a great event for many families to enjoy on six beautiful summer nights at Lynch Park. Unfortunately, one movie had to be cancelled due to severe weather.

Adult Enrichment Classes: The Beverly Recreation Adult Enrichment Program continues as one of the best in the area. The department continues to receive compliments from citizens and other departments about the extent of its programs and the quality of brochures. In addition to many old favorites (College Financing, Arts & Crafts, Real Estate, Computer Instruction, etc.), many new programs are offered each year with something for everyone. The new Zumba classes continue to be well attended as we moved to the Beverly Athletic Club to utilize their indoor facilities. With over 40 people enrolled per session over the past year, this has been one of our most successful programs recently.

Lynch Park Advisory Committee: This subcommittee of the Parks & Recreation Commission continued to solicit public input and work to continue repairs to the carriage house at Lynch Park. The committee is still working to raise money for a total renovation of the carriage house and additional renovations to Lynch Park. The committee hosted several successful events in the fall of 2010 to continue raising awareness for this project. The Essex National Heritage group again included the Carriage House in its Trails and Sails weekend in September. The committee is planning many more events for 2011 and 2012 to continue raising awareness and funding for this great project.

Lynch Park: The Department of Public Services staff continues to do an outstanding job prepping the park for use by thousands of people each summer. Our department always receives many compliments during the summer about the condition of the park. Most of the credit

belongs to the Department of Public Services for their hard work and dedication to making all of our parks as beautiful as possible.

This spring, with the help of the Solid Waste Management Committee and volunteers, we have been able to implement a very successful Carry In/Carry Out policy at Lynch Park. The park looks so much better without the 25-30 barrels full of trash each day. Most people have been very good about cleaning up and taking their trash with them. Our staff has been handing out trash bags to many visitors.

The process of restoring The Carriage House at Lynch Park continued in the summer of 2011 with the removal of the old concrete floor and installation of beautiful new hardwood floors in a major portion of the first floor. In addition, many structural improvements were made to ensure the safety and stability of the building for many years to come. Work continues to renovate the carriage house and turn it from a storage facility into a cultural and community center for all Beverly residents to enjoy.

David S. Lynch Appreciation Day: The Beverly Recreation Department and the Lynch Park Advisory Committee again sponsored the 6th annual David S. Lynch Appreciation Day at Lynch Park in August of 2010 to show our appreciation to the man who made the purchase of this beautiful park possible for the City of Beverly many years ago. Families were entertained by three concerts, and tours of the carriage house during Homecoming Lobster Fest, all to benefit the Carriage House Renovation project.

Mother's Softball Tournament: The 11th annual Mom Ball Tournament was held in September 2010 to again raise money for the Beverly Education Foundation. This tournament has raised over \$45,000 for Beverly's schools over the past 11 years. Eleven schools participated this year in a very successful, competitive tournament. The tournament was played on a beautiful weekend in the fall with very large crowds attending.

Middle School Strength & Conditioning Program: The Panther Athletic Workout Zone (PAWZ) program was run by the Recreation Department for the eighth year. This year it was coordinated with the staff of the Beverly Athletic Club due renovations to Beverly High School. The course is designed for students in grades 6-8 to introduce them to proper weight training techniques, conditioning and BHS athletics. The class was very successful with 34 teens enrolled and participating in the 12-week program with classes three times per week from 3:30-5:00PM at the Beverly Athletic Club. This program has greatly increased physical activity in middle school children, both male and female, in a safe learning environment.

Many thanks to the Beverly Athletic Club for this partnership and for partnering with the Beverly Recreation Department to provide more active programs for all the citizens of Beverly. We could not run many of these programs without the use of their facilities and the expertise of their staff. We hope to continue to run many more active recreation programs to build a healthier community through partnerships with the BAC and many other Beverly organizations.

Touch A Truck: The 14th annual Touch A Truck program was held in conjunction with the National DPW Week again this year. Thanks to the hard work of many members of the

Department of Public Services and the folks from our new hosts, Connolly Brothers, this year's event was as successful as ever. Several thousand people attended with their families on a beautiful Sunday in May. Thank you very much to Connolly Brothers for hosting the event this year. Many, many thanks to the Department of Public Services staff who work so hard to make this event so special. Many thanks as well to all of the vendors who also participated in this great family event.

Playing Fields: Most of the city's fields are in great shape despite the heavy usage thanks to the very hard work of the Department of Public Services. All of the fields are used every spring, summer and fall with thousands of children participating in a number of sports each year. In October 2010, the City of Beverly was awarded a \$500,000 PARC grant by the Commonwealth of Massachusetts for the design and construction of an artificial turf field to be installed inside the running track at Beverly High School. In order to qualify for this grant, the Beverly School Committee had to transfer ownership of the track area to the City of Beverly Recreation Department. Many thanks to the School Committee for their cooperation in this matter. This partnership will benefit not only hundreds of BHS athletes and students each year but also thousands of Beverly children and adults for years to come. We look forward to beginning to use this great facility in the fall of 2011.

Obear Park: The bathhouse at Obear Park was destroyed by arson in 2008. The area has been cleaned up and the building has been reconstructed as a storage building with space for food preparation and storage for small events at the park. A new roof has been constructed and a new floor was installed this spring. The Recreation Department has been working with the Ryal Side Civic Association to plan additional improvements to the park in the near future.

Beverly Dog Park Committee: After many years of meeting to discuss possible locations for dog parks in the City of Beverly, the Dog Park Subcommittee has found a location and has been working with many City of Beverly officials to turn this location into a working dog park. The designated area is next to Beverly Airport on property owned by the Beverly Airport Commission. Many thanks to the Beverly Airport Commission for allowing Beverly citizens to use this facility under the guidance of the Beverly Recreation Department. Mayor Scanlon worked very closely with the Dog Park Committee and the Airport Commission to make this a reality. Mike Collins and the Department of Public services have also worked very hard to make this land more usable and attractive for everyone to use. The goal is for this facility to fully be fenced in and available for use by off-leash dogs by the fall of 2011.

VETERANS' SERVICES DEPARTMENT

Veterans' Agent - Jerry Guilebbe

The mission of the Veterans' Services Department is to provide financial and medical assistance to veterans and their dependents residing in the City of Beverly (those eligible under Massachusetts General Law C115 and CMR108); participate in payment of burial expenses for indigent veterans, under prescribed regulation; assist all veterans in obtaining whatever Federal,

State or Local services to which they may be entitled; and oversee the decoration of all veterans graves for Memorial Day.

In addition to Chapter 115, the mission as service officer is to assist any veteran in the City of Beverly with obtaining records, annuities, housing, education, and jobs rehabilitation programs and health care.

SERVICES

The Veterans' Department as in the past year has seen a significant increase in financial assistance and health care applications. Claims for financial assistance were up from the previous year and health care applications are averaging eight to ten per month. Again there were some minor changes to Chapter 115, which will affect the amount that is paid out each month for those who qualify. The Chapter 115 program is fully computerized and this allows our Finance Director to review and authorize each month's payments to the Department of Veterans Services. There are now three layers of approval to insure that the City gets back the 75% reimbursements that is allowed and authorized.

There is still a major problem with transportation to and from Gloucester where a van transports patients to the VA Hospital in Bedford. These appointments have to be made between 10 am and 12 noon, the van returns back to Gloucester at 1:00 pm. This past year the Danvers Veterans' agent, with some assistance from myself, have been working with the Bedford VA to have the Gloucester shuttle stop in Beverly on the way to Bedford and on the return trip back. There is still difficulty in getting veterans to and from the VA Medical Centers in Boston, they usually have two choices -- drive to Boston or take the commuter rail and subway, which makes for a long day.

Also requests for Veterans Administration Disability Claims have increased by 15% this past year. The process is long and time consuming, but the application has been shortened and made a lot easier to file. Claims take many hours to compile, and requires many hours working directly with the veteran or spouse. Claims are now taking 12 to 14 months from start to finish, appeals have been taking as much as 18 months to complete. I have been in contact with our Congressman, State Senators to address this situation, but have been told that the fix is not easy and could take 6 to 12 months before the VA will be able to catch up. New claims representatives are working but are also in training.

Requests for military records and replacements and correction of records have also increased to almost daily. The good news is many records can be obtained on the computer here in my office as long as the veteran entered service from Massachusetts at the time of entry. For those looking for their entire records, they have to be requested from St. Louis which could take six to eight weeks.

This past year has seen a dramatic request for assistance with employment, food, and health care. The Department also works closely with the Salem, Lynn and Gloucester Career Centers to assist veterans with jobs. Finding jobs has been a major problem this year with many veterans on unemployment for more than 18 months now. This has also been a tough year for some of our

Iraq and Afghanistan Veterans. I have seen a dramatic increase in request for services, health care, housing, financial assistance and mental health.

Many of our veterans and /or dependents are seniors. There are many services that can be provided to them -- Social Security Assistance, Pensions, Medicare, Transitional Assistance, and housing issues. Many of our seniors no longer drive or have transportation to my office and on occasion I met them at the Senior Center or at their homes. Having hours once a week at the Senior Center has worked out very well.

This office also maintains all service records for veterans and a confidential folder for each veteran and /or dependents and a list of services that were provided. All Massachusetts Chapter 115 benefits are also processed and maintained in this office with reports submitted to the Commonwealth of Massachusetts, Department of Veterans Services. All payments and records for Chapter 115 reimbursements are also submitted to the City Treasurer.

In addition, this office makes preparations for Veterans' Day and Memorial Day Programs each year and assists with programs throughout the Schools and Senior Center. I have also worked with Lisa Parisella and "Fort Beverly" a program started at the North Beverly School that offers a program for students who have a parent serving in the Military.

There is talk about making changes to the Memorial Day Program, a meeting to discuss this will take place this fall.

FINANCIAL

Currently we have 37 veterans and/or their widows and children receiving Chapter 115 financial assistance. All payments made under this program follow strict guidelines pertaining to Massachusetts General Laws Chapter 115 and once processed through this department is then authorized by the Veterans Department of Massachusetts. The monies expended from this program are reimbursed back to the City of Beverly at 75%.

COMMUNITY OUTREACH

This past year was our seventh year assisting veterans with a package -- "Beverly Cares". With the help of the community, we were able to send 5 packages this past year. I also have been working with the Beverly Senior Center in identifying veterans and their widows to assist them with any issues that they may have. I continue to work with Spectrum Adult Day care, Ledgewood and Oceanview to assist them with and remind them of the services that are provided. Having the Facility open at Park Street through the North Shore Veterans Counseling Services has helped place four to five veterans into housing at this rooming house. The past year most of these veterans would have had to live at the facility in Haverhill.

CONCLUSION

This past year has seen an increase in all services; requests are up for financial, medical, fuel assistance and recently housing. The new Post 9/11 bill has been working very well for our new veterans, and all of the local schools, Salem State, North Shore Community College have veteran's representatives at the school to assist those with the GI Bills. This August a young veteran, who is attending school through the Post 9/11 GI Bill, will be assisting me under the

work study program at no cost to the City. He will be paid by the VA as part of the work study program and will provide a much needed extra hand this fall and winter with veterans' services.

This year looks to be more active than the past year, and I will continue to work with all of our Veterans Organizations, Senior Center and other local services to provide the best possible service to our veterans and families.

FIRE DEPARTMENT



It is the mission of the Beverly Fire Department to provide quality fire protection and Emergency Medical Services to the citizens of the community through professional and competent fire suppression forces as well as vigorous public education and fire prevention efforts.



Chief Cotter

The goal of the Beverly Fire Department is to provide the highest level of life and property safety to our citizens through the extension of fire prevention, fire control, emergency medical care, crisis intervention and public education services.

The Office of Fire Chief provides overall direction and management of Fire services. The Fire Chief ensures that the Beverly Fire Department complies with federal, state, and local regulations in the areas of fire suppression, emergency medical services, fire prevention, investigation, and disaster response / mitigation. Other areas of oversight include human resources, financial management, and employee development.

The Beverly Fire Department continues to operate in an efficient and effective manner. In Fiscal 2011 the demand on services remained stretched to its limit. Fire Department responses maintained essentially the same pace as the previous couple of years, which were the busiest ever for the Beverly Fire Department. There were over 3927 calls for service during fiscal year 2011.

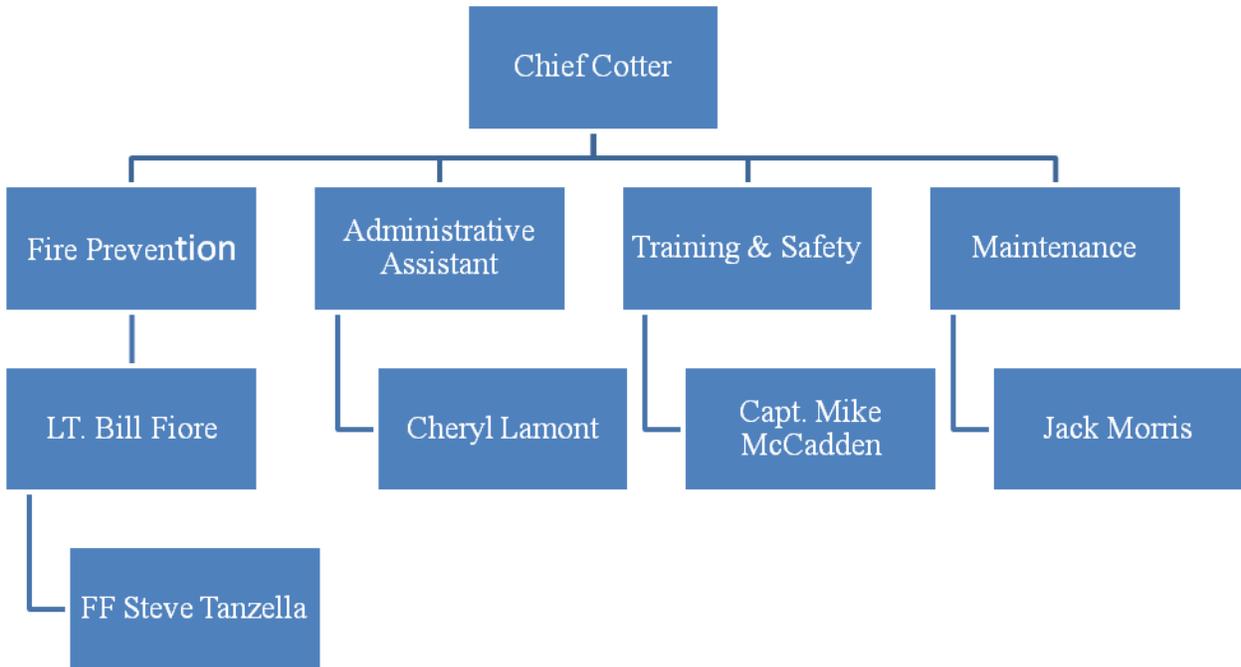
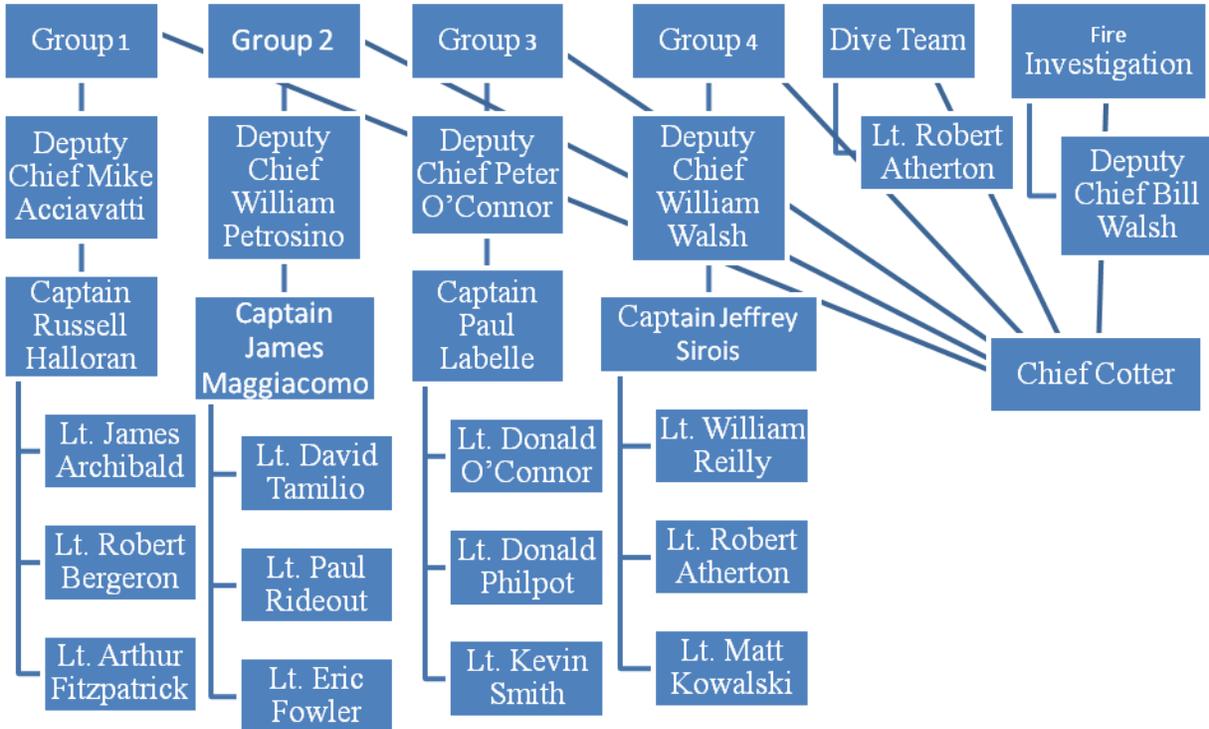
Despite past state local aid cuts and faced with possible further state reductions due to the economic downturn, the Beverly Fire Department continued to operate to the maximum of its capabilities and will continue to provide the City of Beverly with the best possible service and protection. The department's positive relationships with other government agencies and departments have proven beneficial to the community. Mutual aid / automatic aid agreements with our surrounding Fire Departments continue to serve the community well.



Operations

Emergency response is the most visible aspect of the service that the Beverly Fire Department provides to the community. The community looks to us to provide the service to save lives and properties from the effects of destructive and devastating forces beyond their control. This aspect of the fire department is the primary function for which the citizens of the community have enabled the department and its members. Emergency response has continually increased within the community on an annual basis. The Beverly firefighters respond to fire related events, motor vehicle collisions, hazmat incidents, medical calls and a variety of other requests in which people need immediate assistance. Whether the emergency is natural or man-made the community looks to the Beverly Fire Department to respond to, and mitigate the effects of, the event. In structural firefighting, one of the key elements that define a fire department's commitment to quality service is its approach to the concept of "loss control." The purpose of loss control is to reduce or eliminate property loss and damage experienced by the citizen during and following a fire. Loss control is a customer-oriented component of the Beverly Fire Department's service delivery system that provides for the highest level of customer service. It places a high value on citizens' property (buildings *and* contents). Every effort is made to assure that loss is minimized at every fire. This is accomplished through constant training, better equipment and a genuine concern for the value of others belongings.

Organizational Charts





Emergency Medical Services

The Beverly Fire Department currently has fifty (55) Commonwealth of Massachusetts certified Emergency Medical Technicians (EMTs) and one certified Paramedic, divided among the four working groups of firefighters. As replacement firefighters are hired, the number of EMTs will continue to increase until we have all officer/firefighter EMTs. All new recruit firefighters must become EMT's within one year of being hired. Our EMS Coordinator, Firefighter Brad Saunders, directs all aspects of our Emergency Medical Services.

The Fire Department has expanded its' Emergency Medical Services into a community training role. Its' certified instructors have conducted many classes in CPR and AED (Automatic External Defibrillators) certification. This endeavor will continue in hopes of establishing greater public awareness, throughout the community, of the need for CPR and AED training.

Beverly Fire Rescue operates three emergency vehicles that are staffed twenty-four hours a day with Emergency Medical Technicians. Each of these vehicles is also equipped with cardiac defibrillators and EMS duty bags that contain all of the medical equipment and supplies needed for managing everyday emergencies. This includes bandages, gauze, ice packs, an oxygen cylinder and related equipment.

One of the Rescue Equipped apparatus and its personnel are sent to serious medical calls for several reasons. Primarily, the appropriate number of personnel to adequately resuscitate a cardiac arrest victim or treat a traumatic injury exceeds the staffing of one ambulance. In these situations, in which multiple body systems are in need of treatment, additional personnel immediately on the scene can treat the patient's injuries or illness simultaneously.

The second reason Beverly Fire Rescue sends a fire truck to your medical emergency has to do with time. Our number one enemy in successfully rescuing or treating a patient is the amount of time that expires between the time of the emergency and the time medical help arrives to the patient's side. Once an ambulance has left the area and transported a patient to a hospital, it is no longer available for the next emergency in that area. Therefore, much of the time, your Beverly Fire truck is the first to arrive and begin life support treatment.

Thirdly, the fire equipment in Beverly has been acquired, positioned and staffed in accordance with the National Fire Protection Agency, the National Fire Administration, the Insurance Service Organization and other industry specific guidelines in order to provide maximum and efficient fire protection to the community. The addition of EMS responsibilities for these apparatus provides the taxpayer with additional services using the same tax dollars.



Fire Prevention

Under the direction of Lt./Inspector William Fiore along with firefighter/Inspector Steven Tanzella, the Beverly Fire Department has a very proactive Fire Prevention Bureau working with the members of the Department, City Inspectional Departments, community groups, and local and statewide Fire Prevention agencies to help reduce fire deaths, injuries and loss through educational and code enforcement programs. The Fire Prevention Bureau is comprised of code enforcement and community fire prevention programs. Each of these areas is necessary to continue reducing fire loss in Beverly.

Site Plan reviews are conducted and the proposed building plan designs are submitted by the developer and reviewed for Fire Department approval. All building plans are reviewed by the Fire Prevention Officer for approval of sprinkler systems, fire alarms, heat detectors, smoke detectors, carbon monoxide detectors, fire extinguisher locations and general fire safety throughout the planned construction. As the construction progresses, site inspections are conducted until a final inspection is performed in conjunction with all other code enforcing departments.

The community fire prevention programs are based on curriculum targeted at Fire Prevention and Safety Awareness. This curriculum is related to making positive life choices and community awareness and understanding of fire safety initiatives. The Student Awareness of Fire Education (S.A.F.E.) program has been in place in the community since 1998 and the City has received

over \$47,500.00 since participating in the program. The S.A.F.E. program is funded through the tobacco tax and money is awarded to each community on a grant application process that the Fire Prevention officer submits. Another point of interest here is that the Fire Prevention office collected over \$53,987.00 in permit fees this past year.

Child Car Seat Safety Program

In the eighth year of the Beverly Fire Department participating in this program, sponsored by the Governor's Highway Safety Bureau, hundreds of car-seats have been inspected each year with many taken out of service and replaced with seats from the Department. This program provides new parents with the opportunity to have their car seats checked at no cost. This program is provided at zero cost to the City and receives numerous donations for the good service that they provide. The Grant money received last year for this program was a big boost, and allowed us to replace seats for people unable to provide their own.



Training Division

The training division of the Department continued to be very active in FY 2011. Under the direction of Captain Michael McCadden, the Firefighters have been involved with continuous daily training. Each year more than 100 firefighters lose their lives in the line of duty. As the Safety Officer, Captain McCadden ensures that firefighters conduct operations safely on the scene of an incident and around the firehouse. Some of the topics covered pertain to terrorism, accountability, the Incident Command System, and Mass Decontamination. For Beverly Firefighters ongoing training is intensive.

Members attend continuing training at the Massachusetts Fire academy and within the department. Specialty training is provided for members of the special operations teams. The Beverly Fire Department training and safety division was established to keep firefighters safe and proficient in their duties. Beverly firefighters are required to perform varying tasks during their daily operations from oil burner inspections to responding to hazardous materials calls. Each task requires a different level of training to get the job done right. Many of the training sessions are completed at the company level. Routine pump evolutions and ladder operations are

conducted to keep firefighters up on the most basic skills. Many other classes require an advanced level of training. Classes such as the Hazardous material identification class are scheduled for the groups to attend to meet minimum federal requirements for responders to hazardous materials calls. The Training Division ensures that all firefighter / EMTs have the requisite knowledge, skills, and abilities to perform their jobs safely and effectively. These activities include in-service training for new techniques and procedures, evaluation of current skills, and training to maintain certification for emergency medical services. In addition, the division is responsible for ensuring the quality of patient care and fire reports for accuracy and consistency.



Fire Investigation Unit

The Fire Investigation Unit, under the direction of Deputy Chief William Walsh is comprised of five highly trained officers that are certified by State and Federal agencies to conduct fire scene investigations. Two investigators are also nationally certified in the Juvenile Firesetter Program. This program assists troubled youths as an alternative to criminal sentencing. The Beverly unit works closely with members of the State Fire Marshal's Office, Beverly Police detectives, and other fire investigators from surrounding communities.

In the past, the Unit has been involved in investigations that have led to arrests and juveniles being placed into the Juvenile Firesetter Program. They have also worked closely with DSS on other juvenile cases.

Depending upon assignment, typical duties may include, but are not limited to, the following:

- Respond to fires; conduct on-site investigations to determine points of origin and causes.
- Interview Firefighters, officer-in-command, tenants, witnesses, bystanders, and known informants in gathering information as to origin, cause, time, and possible suspects or material witnesses.
- Take necessary steps to preserve evidence at scene of fire; directs orderly overhaul of material while observing and recording evidence.

- Interview building owners and tenants to determine occupancy at time of fire, key holders, last out before fire, etc.
- Identify, trace, arrest, and interrogate suspects, alone or in cooperation with the Police Department, depending upon current policy.
- Prepare evidence for submission to District Attorney and assists as required in case preparation.
- Give testimony in court as the arresting officer and/or expert witness.
- Prepare detailed technical reports of investigations.
- Determine dollar losses in fires; coordinates with insurance companies and cooperates with their investigators.
- Perform related duties as assigned.



Beverly Fire Department Dive Team

History

In 1989, following an underwater emergency incident at the Kernwood Bridge, where a Grandmother and three children lost their lives to drowning, the BFD decided to create a twelve man response dive team. Today, the dive team has evolved to serve all of Essex County, The Coast Guard, and inland communities with ponds, lakes, and rivers requiring services for diving related incidents. The team housed at the BFD headquarters station is fully equipped with a heavy duty dive truck and a 10' inflatable rescue boat. All divers are trained to the strictest national dive standards, participate in a minimum monthly training regimen, and retain current EMT and CPR certifications.

Mission

The primary objective is to provide 24 hour per day water/dive rescue capabilities within our primary response area. Services include surface and sub-surface rescues, and to supplement existing municipal rescue services in our response area. The Secondary objective is to provide

underwater investigative and recovery capabilities, and to educate the public in water safety procedures.

Response

The Beverly Fire Department Dive Team responds to calls mainly for Beverly and the mutual aid system serving Essex County. The team averages approx. 20 – 25 calls a year and a half dozen or so calls to surrounding communities requiring dive services. Most recent calls include assisting the Coast Guard with rescue and recovery efforts with a missing diver off of Gloucester at the popular advanced dive site the sunken freighter Chester Polin, in Lynn at Breeds Pond for a recreational swimmer drowning victim, and Danvers where Dive team executed a SAR operation at 2am for an automobile with operator possibly trapped inside and later recovering said vehicle for extrication and investigation purposes.



D.E.P. Oil Spill Response Unit

The Beverly Fire Department Oil Spill Response Unit, received from the Commonwealth of Massachusetts (Department of Environmental Protection Division), is a tactical unit which contains all the equipment necessary to contain an oil spill in its early stages. The BFD has created a six man team with training which focused on developing the skills necessary to effectively and safely deploy oil spill containment booms. Team members train once every three months (four times a year) in the town of Beverly, at various locations chosen as target hazards. All members are required to participate in practical deployments at each drill and operate the Beverly Fire Boat for various boom configurations.

Mission

Mobilization: Rapidly assemble the response trailer at a predicted oil spill impact site.

Assessment: Provide initial assessment at discharge area and provide effective tactical operations.

Containment: Deploy containment boom in the configuration that is appropriate to the situation.

Protection: Provide the ability to identify environmentally and economically sensitive areas to be protected.

Communication: Establish an effective communication system. This encompasses communications between Command and the Operational Field Units.

Demobilization & Transition: Assist an orderly transition of site control.

Priorities

1. Protect human health and safety
2. Contain the release
3. Protect environmentally sensitive habitats and wildlife areas
4. Protect economically important areas
5. Clean up impacted areas
6. Remediate the effects of the release



Public Information Division

Under the direction of Deputy Chief Peter O'Connor the members of the Public Information Division are all firefighters and fire officers assigned to a group with the additional responsibility of insuring the actions of the Department are forwarded to various media outlets on a regular basis. This is done by photographing and documenting incident scenes or Department functions, and interacting with media resources. Public Information Officers assigned to the Department are responsible for disseminating information regarding Fire Department incidents and events. This year began with a 5 alarm fire on Mill St on July 4th and ended just as busy with a spate of fires including a 2 alarm fire on Rowell Ave and a kitchen fire on Andover Rd within three days of one another.

It is the goal of the PIO's to generate public awareness of fire department operations as well as work with Public Educators to deliver a message of fire safety. This is completed by dissemination of information to a variety of media outlets and the Department's web site, www.beverlyfire.org.

This year the Department also added a Facebook page to keep in touch with followers.



Mass Decontamination Unit

Under the direction of Deputy Chief Michael Acciavatti, the Beverly Fire Department is the custodian of a mobile Mass Decontamination Unit. This unit is primarily in place to protect Beverly Hospital from accepting contaminated victims of Hazardous materials release either intentional or unintentional. The unit consists of three space frame tents, water and space heaters, a portable generator and various other tools and equipment that might be needed to decontaminate large numbers of people in the event of an emergency.

This year the Department conducted a joint exercise with Beverly Hospital and that involved both ambulatory and non-ambulatory victims of a simulated hazardous spill. The drill was a complete success identifying several processes that worked and a couple that needed improvement.

In addition to the exercise, Department members received 6 hours of continuing education on setup and operation of the system. The Department receives approximately \$2500 in state funds to conduct training annually.

Beverly Firefighters Fill Support Roles in Middleton Explosion 3/13/2011

Beverly Fire Department Firefighters responded to the Middleton Explosion at the Bostik facility in several support roles on March 13. The first function was directly to the scene as Truck 2 and Car 2 responded to the Bostik site to aid Middleton and other Fire Departments working to control the fire and lessen the impact on the local community. The second role began when injured victims from the explosion were being transported to Beverly Hospital. It was at Beverly Hospital where Firefighters were dispatched to set up a mobile Mass Decontamination Unit (MDU) in preparation for decontamination of victims and responders taken to Beverly Hospital from the incident scene.

Engines 1 and 3 were dispatched to the hospital where they met two additional firefighters and set up the MDU which is used to get contaminated materials off of both ambulatory and non-ambulatory victims. In the case of the Middleton explosion, the number of contaminated injured

that needed to be transported to Beverly Hospital was fairly small. In total, 4 non-ambulatory victims were washed inside the tent for treatment in the Beverly Hospital Emergency Room.

The MDU has been assigned to the Beverly Fire Department for nearly a decade. Firefighters conduct training in its setup and operation annually in the hopes that it will never have to be used. Additionally, the Department has conducted joint exercises with the hospital and local businesses in the past. Fortunately, tonight's incident was on a far smaller scale than the use of the tent was initially designed. Tonight, the training and exercises paid off as the system worked as planned.

The tent is comprised of three sections. The first is where victims remove their contaminated clothing; the second is the wash station with corridors for people that can wash themselves as well as a corridor where a team of hospital personnel can perform decontamination on victims that are unable to decontaminate themselves. In tonight's case, the hospital personnel decontaminated all four victims inside the MDU while firefighters set up and operated the equipment.

In addition to the tent sections, the MDU consists of a water heater, generator, lighting and a system for collecting the hazardous runoff from the decontamination process.

Once all of the victims were decontaminated, the "clean" equipment was broken down but the potentially contaminated equipment was left under watch until arrangements for cleanup could be made.



Essex County Technical Rescue team

The Beverly Fire Department currently has two members on the Essex County Technical Rescue Team. The mission of the Essex County Technical Rescue Team (TRT) is to manage and coordinate life-saving efforts in the search, extrication, and safe-guarding of trapped victims during natural and man-made accidents and disasters. Members of the Team continually strive to follow the most current rescue methodology and practices in providing the safest, most expedient, and cost-effective technical rescue operations available.

Following a recent spate of firefighter injuries and fatalities when those working to save the injured have become casualties themselves, a new regional team has been developed to keep rescuers safe during the rescue itself.

The 45-member Essex County Technical Rescue Team represents 16 communities. The team is trained in rope rescues and working in confined spaces such as deep trenches at work sites. The Essex County Technical Rescue Team, funded by a grant from the Northeast region of the Department of Homeland Security, trains for confined space rescues, such as being in sewers and manholes where scarce oxygen can kill.

In addition to Beverly, participating communities include such towns as Wakefield, North Reading, Danvers, Reading, Middleton, Salem and Gloucester. The team employs the use of three specially designed trucks and three trailers filled with special apparatus to stabilize unsteady deep spaces. The team drills for 10 months during the year.



Marine 1

Marine 1 was acquired through the 2009 American Recovery and Reinvestment Act Port Security Grant. Built in Oregon by North River Boats, the 30' vessel is the first of its kind on the North Shore. It replaces the last in a series of "hand me down" fire boats that were generally converted from a general service use to respond as a firefighting and rescue vessel. The last fire boat was passed along from the Coast Guard to several other agencies before being placed in service with the Beverly Fire Department. It had been plagued with problems since its delivery but was relied upon for several years.

Firefighters and Divers are now provided with a safe, seaworthy platform that is equipped with the latest in navigation, firefighting and search and rescue equipment. Capable of conducting night and daytime searches with thermal imaging capabilities, Marine and shoreline firefighting

with a 1500 GPM fire pump, this vessel will provide not only Beverly, but the North Shore with protection well into the future.

At present, firefighters are training on the new vessel and its multitude of systems. Training includes basic operation, navigation, launching and docking, body recovery and maintenance. To date, most of the training has been provided in house by qualified boat Coxswains with the Department of Environmental Protection also providing Department members with a Boater Safety Course.



Grants

In 2010, the Beverly Fire Department expended more than \$550,000 in funds provided through grants. The most significant grant amount was \$356,465 to purchase Marine 1 and equipment associated with the mission of Marine 1. This equipment included new dry suits and buoyancy compensators for divers, updated full face communications equipment for divers and firefighting equipment for Marine 1. All of this equipment was purchased with grant money provided through the American Recovery and Reinvestment Act Port Security Grant in 2009.

The next largest source was the remainder of a Staffing grant that was awarded to the City by the State in February of 2010. The funds provided taxpayers with an additional firefighter as well as additional firefighters on duty for portions of the year. Approximately \$90,000 of that grant was expended in FY 2011.

Another \$98,000 grant was secured from the Assistance to Firefighters Grant Program to replace equipment associated with the Department's aging Self Contained Breathing Apparatus. All new

composite cylinders and new face pieces for each firefighter were purchased. Additionally, each face piece was outfitted with a special voice amplifier that enhances firefighter safety by allowing them to better communicate inside a burning building.

The Department was also awarded \$6,200 by the State through the Student Awareness Fire Education (SAFE) grant. These funds were used to provide a public fire safety message to the residents of Beverly.

In addition to the grants awarded, several other grants were applied for. The Department is currently awaiting the results of other grant requests including \$415,000 for additional firefighters, \$450,000 to replace the Department's aging Die Rescue Truck and \$17,000 for a Public Fire Education Campaign.

ANNUAL RESPONSE DATA

TOTAL INCIDENTS FOR July 2010 to July2011 ----- 3927

TOTAL MEDICAL AIDS ----- 1537

LINE BOX RESPONSE – OUT OF TOWN ----- 26

LINE BOX RESPONSE – INTO BEVERLY ----- 33

MUTUAL AID – OUT OF TOWN ----- 24

MUTUAL AID – INTO CITY ----- 11

BUILDING FIRES ----- 17

WORKING FIRES ----- 7

(All units working or with additional companies)

7/13/2010 – 51 Essex Street

1/22/2011 – 25 Chipman Road

2/13/2011 – 27 Brackenbury Lane

3/31/2011 – 675D Hale Street

4/7/2011 – 449 Cabot Street (Gas Station opp. Balch St)

5/23/2011 – 10 McKinley Avenue

6/14/2011 – 25 Andover Road

MULTIPLE ALARMS ----- 3

7/4/2010 – 5th Alarm -- 5 Mill Street

1/18/2011 – 3rd Alarm -- 5 Bennett Street

6/12/2011 – 2nd Alarm – 41 Rowell Avenue

HUMAN RESOURCES DEPARTMENT

Director – Pauline Teixeira

The Human Resources Department is responsible for all personnel and employee-related functions and activities of the City of Beverly. We administer all benefits for both active city employees as well as, all city and school retirees. The department is staffed with a Director, Human Resources Administrator and a Part-Time Workers' Compensation Benefits Coordinator. This year we attended several workshops with the Massachusetts Municipal Personnel Association. Below is a sample of highlights from this past year.

BENEFITS

Our annual Benefits Fair was held on May 19, 2011 at the Senior Center. Representatives from the City's health, life, disability, dental insurance and deferred compensation companies were on site to answer questions and assist employees/retirees with their benefit options. Also in attendance were representatives from Social Security Administration, Veteran's Agent, Beverly Athletic Club, Salem Five Cent Savings Bank, North East Senior Health, Health and Education Services (EAP), Beverly Municipal Federal Credit Union, as well as, City of Beverly Health Department and Retirement Department.

Voluntary Dental Insurance – Altus is the current provider for both the active employees and retirees. Once again, the active plan had a favorable claims experience and came in below trend (7%-8%). In addition to the renewal rate of 3%, a rate cap of 9% was secured for the following year. The retiree plan is now a pooled plan with all of Altus municipal business (70+ municipalities). In 2009/2010 the retiree plan merited a 45% increase. Altus reduced this to 11%; this year the increase is 5.6%, again below trend.

Group Life Insurance – Dearborn National has been the carrier since 2006. The leadership both locally and nationally has changed in that time period. Regrettably, the service did not maintain the same level with the changes. Claims experience was poor due to the plan becoming more heavily populated with retirees than actives. Humana Life Insurance has provided a three year rate guarantee and held the enforce rate. Considering the loss ratios, this was a very strong offer, with no new cost to the City. Humana has a local office in Boston and is committed to customer care.

Supplemental Benefits – In April, we held a special open enrollment to offer a new Accident Insurance plan as well as, extend the enrollment for our Cancer Insurance plan. A representative from Colonial and Allstate Insurance visited all City locations to explain the benefits and process new enrollments.

FSA – Flexible Spending Accounts continue to be a great tool for employees to save money on out-of-pocket medical expenses. These plans allow contributions to come directly out of their paychecks in a pre-tax format (exempt from Federal, State and Medicare taxes) essentially saving on taxes and increasing ones pay. The FSA Medical accounts include the use of a MasterCard debit card to facilitate paying for many expenses. Since the debit cards use,

participation has grown and ease of use for the plans is enhanced. Open enrollment is held every November. Even though the IRS has eliminated Over-The-Counter medicines as eligible items, many employees still see an increase in out of pocket expenses and therefore can benefit from an FSA plan. The current plan has 103 participants.

Retiree Health Insurance – As of December 31, 2010, Harvard Pilgrim Health Care no longer offered their First Seniority Freedom Medicare Advantage plan. 101 retirees were covered under this plan at that time. We looked at several different replacement plans and selected Tufts Medicare Preferred. The selection was based on quality, value and affordability. In November we invited 750 retirees and spouses to an informational meeting to learn about the new plan. Representatives from Tufts were there to explain the new plan as well as Blue Cross Blue Shield, who held a special Open Enrollment for anyone who would like to transfer into one of their Medicare Supplemental plans, if not interested in the new Tufts plan. We now have 86 retirees/spouses on the Tufts plan.

Early Retiree Reinsurance Program (ERRP) – The Patient Protection and Affordable Care Act (PPACA) includes a temporary retiree reinsurance subsidy for employers. The City is participating in this program, which reimburses employment based health insurance plans for a portion of the cost of providing health coverage to an early retiree (or spouse, surviving spouse or dependent of a retiree). We submitted all required documents and as part of the program we were required to notify all health insurance plan subscribers and members about the program and inform them that any reimbursements received through this program will be credited to the City's health insurance trust fund, which benefits all health insurance subscribers/members.

Wellness - The City of Beverly continues its partnership with Blue Cross Blue Shield of Massachusetts to implement a comprehensive wellness program to help improve employees' and dependents' health and mitigate unnecessary health care costs. For the fourth year, we met with the BCBSMA wellness consultant to review aggregate claims for potentially preventable diseases and conditions. 15% of total claims dollars were spent on those lifestyle-related conditions. Further, 17% of hospital admissions and 19% of doctor visits were due to these potentially-preventable diseases and conditions.

We have seen some good results from our wellness initiatives. An excellent trend is the increased utilization of the Fitness Benefit. In 2010, 180 employees used the Fitness Benefit, which reimburses up to \$150 for membership in a health club. This utilization has been steadily increasing over the past three years. Currently, 21% of subscribers use the Fitness Benefit, which is excellent utilization. Our yearly promotion of the Fitness and Weight Loss Benefit by distributing the program brochures to all employees has been very effective and has made us a leader in utilization of these important lifestyle programs among MA municipalities.

We continue to educate employees about the Blue Care Line, (the 24-hour nurse line). On evenings, weekends or anytime, the Registered Nurses of the Blue Care Line can help members decide on the appropriate course of action for medical symptoms. Whether that's to call the doctor, go to the emergency room, or administer home treatment. We used automated health messaging and a mailing to all subscribers to promote the Blue Care Line. 88% of subscribers listened to the message. We track aggregate utilization of this important benefit.

The City has a strong commitment to the health of employees and to promoting a wellness culture throughout all city departments. We run yearly walking programs for employees and implemented a 6-week Fall into Fitness program in September. We also distribute the bimonthly Embody Health Mayo Clinic Newsletter to employees along with two monthly e-newsletters.

In partnership with Blue Cross Blue Shield of Massachusetts, we will focus on targeted programs to departments and populations to deliver customized health programs to meet the needs of our employees.

EMPLOYMENT

The Human Resources department worked along with the Police Department to hire a full-time Program Director/Legal Advocate. Two part-time employees were hired in the Fire Department and Municipal Inspections, as well as several seasonal hires in Recreation, Council on Aging, Public Services, and Airport. This process includes posting job openings, job advertising, interviewing, reference and background checking, pre-employment physicals/drug testing and processing necessary new hire paperwork as well as, benefits enrollment.

The Human Resources Department has been working along with the North Shore Workforce Investment Board to promote the First Jobs program. This is a grant funded program which helps employers provide quality summer employment opportunities for North Shore teens and encourages them to learn leadership and other related qualifications that will prepare them for successful adult work life. The City was awarded a grant to hire 3 teens for the summer. These youths are working in the Recreation department. Funding for these positions is reimbursed at 100% to the city.

Again, we applied, and were approved for, Seasonal Employer Certification with the Division of Unemployment Assistance for seasonal positions in our Recreation and Public Services department. Seasonal wages cannot be used to establish an Unemployment Insurance benefit claim.

In coordination with the School department, we generate a School System Staffing Report based on payroll information, which is produced twice a year. This allows us a series of reference points from which to measure staffing levels.

We recently began union negotiations with four (4) city unions. All of these contracts expired June 30, 2011.

Workers Compensation - Regarding workers compensation, at the end of 2010 the City fully transitioned the program over to FutureComp, our Third Party Administrator for claims handling. We are in the process of transitioning the Teachers program in as well and it should be in place for August 1, 2011. Since medical costs are the most costly part of workers compensation, we requested a report to show the medical costs savings that have been received by the City via the new program. The report illustrated that based upon the claims volume we have had for the 2011 year alone (as of 6/30/2011), the City has saved 58% in medical costs for workers compensation. This is due to using the network through FutureComp which consists of occupational health

providers who contract with FutureComp, charging less when treating workers compensation injuries versus non-work related injuries as well as utilizing a bill review process to ensure that providers are not duplicating charges and so that they are, as required, applying DIA fee schedule which is much less costly. In dollars, we have paid out \$142,269 in medical fees, versus \$242,038, which would have been paid without transitioning. Aside from a cost savings, the decreases in administrative functions has been significant. Also, we now have medical professionals following the claims and helping the City and the injured employee have more control over the claim and their recovery. Our goal is to provide quality care while helping injured employees get healthy and return to work as soon as possible.

Employee Drug Screening – This year, we changed our procedure for drug testing our seasonal employees. We changed from in-house swab testing to instant urine testing, which is now performed by an outside provider. As a result, we pay a lower rate for the tests and free up City employee time. The average annual savings in tests is \$1,500.

Employee Training – In February, we had training for DOT compliance in drug and alcohol use for all of our Supervisory staff in Public Services. The training is used by supervisors to determine whether reasonable suspicion exists to require a driver to undergo testing. The training includes the physical, behavioral, speech, and performance indicators of probable alcohol misuse and use of controlled substances.

MUNICIPAL FINANCE DEPARTMENT

Director/Treasurer – John Dunn

The Department of Municipal Finance is responsible for all financial, accounting and purchasing activities in the City of Beverly. Many of these activities are prescribed by Massachusetts General Laws to insure the fair assessment and collection of revenues, the proper disbursement of funds to meet approved expenditures and that goods and services are procured according to best business practices. In addition these activities are further guided by the City Charter and Ordinances and sound financial and accounting business practices to meet the needs of the community. The Department of Municipal Finance also includes responsibility for Management Information Systems.

In general, the Department of Municipal Finance is responsible for the following:

- Coordination of all financial services and activities of City government
- Maintenance of all accounting records and other financial statements for all offices and agencies of City government
- Budget preparation, presentation and monitoring
- The payment of all financial obligations of the City
- The receipt of all funds due to the City from all sources
- Maintenance of all property valuation records
- The purchase of goods and services through open, fair competition at a reasonable cost

- Maintenance of contractual relationships for the acquisition of goods and services
- Rendering advice, assistance and guidance to all other City offices and agencies
- The preservation of financial records as required by law

The Department is organized into six functional areas under the control and supervision of the Director of Municipal Finance. Those functions with their general duties are as follows:

Accounting Office

City Accountant – Carol Augulewicz

The Accounting Office is headed by the City Accountant and is responsible for:

- Maintenance of the general ledger and all accounting records of the City across 450+ City funds
- Annual operating budget preparation and ongoing compliance
- The preparation of all payrolls (City, School and Retirees) for approximately 2100 current and former employees and maintenance of all withholding records
- Coordination and preparation of warrants for the payment of all bills for all City funds
- Internal auditing of all records and offices of the City
- Reconciliation of all balance sheet accounts including cash accounts on a regular basis
- External reporting as required by the Federal and State governments and their agencies
- Preparation of the Tax Recapitulation Submittal for the tax rate setting process
- Certification of Free Cash
- Maintenance of Fixed Asset Schedules

Management Information Systems

Director – Russ Fisk

The Department of Municipal Finance administers the Management Information Systems Office. The Manager and Systems Administrator plan, install and support a variety of hardware and software services:

- The MUNIS financial software for 100+ users needing access for payroll, accounts payable, accounts receivable, utility billing, and financial reporting
- General use software for word processing, spread sheets, e-mail, internet access and connectivity
- Connectivity with and between municipal offices throughout the City including the schools, police, fire, library, senior center, harbor master, airport and recreation
- Specialty software used by various departments for assessing, parking tickets, document management and public safety communications
- Network hardware and software for all departments
- Service, upgrade and repair all PC's, servers, printers and networking hardware

- Insure the integrity of all data through the administration of user permission levels and access, firewalls and proper systems backup
- Telephone communications throughout City buildings and departments including wire and wireless systems

City Collector

City Collector – Kathleen Killeen Robblee

Under the management of the City Collector the office is generally responsible for the billing, collection and posting of all amounts due to the City.

Responsibilities include:

- Quarterly collection of property taxes on almost 12,000 real property accounts and 1,000 personal property accounts
- Billing and collecting in excess of 45,000 motor vehicle excise accounts
- Billing and collection of 10,000 utility accounts
- Reconcile all accounts receivable with the Accounting Office
- Parking Ticket record keeping and receipts
- Billing and collection of 10,000 trash fee accounts

Treasury

Treasurer – John Dunn

Under the management of the City Treasurer, the treasury is charged with the safekeeping and investment of all assets of the City and the management of the risk associated with the preservation of those assets:

- Receipt of all departmental monies for user fees, permits and licenses
- Printing and disbursement of payroll and accounts payable checks
- Withholding tax payment, reporting and the production (with the Accounting Office) of W-2's and 1099's
- Bank and cash reconciliations
- Collection of Tax Title accounts
- Treasury management including the investment of City funds, debt issuance and management

Assessing Office

Board of Assessors– Peter Caron, Frank Golden and Robert Marshall

Assistant Assessor- Terry Deblasie

The Assessing Office is managed by the Chief Assessor who also serves as the Chair of the three-member Board of Assessors. This Office has as its primary duty the assignment of

property value to all property owners in the City according to the requirements of Massachusetts General Laws.

Responsibilities include:

- Establishing the fair market value of all property (12,000 real estate parcels and 1,000 personal property accounts) in the City and notification of such value to all owners of such property as of January 1 of each year
- Maintaining records substantiating all assessments made
- Preparing and issuing commitments for the collection of property taxes and motor vehicle and boat excises to the City Collector
- Acting on all abatement and exemption applications filed and representing the City in proceedings before the Appellate Tax Board
- Reviewing all building permits to determine impact on valuation of property.
- Conduct triennial revaluations in conformance with Department of Revenue standards.

Procurement and Contract Administration

Purchasing Agent – David Gelineau

This office is responsible for procurement and contract administration for all City departments, funds and agencies including the School Department.

Responsibilities include:

- Monitors that City purchases are made in conformance with the various relevant Massachusetts General Laws including Chapter 30B - Uniform Procurement Act, Chapter 7 - Procurement of Design Services, Chapter 149 – Public Works Construction Projects and Chapter 30, Section 39M – Non-Public Works construction Projects
- Review and approval of purchase orders
- Draft and secure new and renewal contracts for goods and services
- Prepares all Invitations to Bid and Requests for Proposals for purchases of supplies and services exceeding \$25,000, including the development of specifications and the awarding of the contract
- Is responsible for the disposition of all City surplus property
- Responsible for the purchase and management of postage and office supplies for all City Departments
- Oversight of Bid Bonds, Performance Bonds, Payment Bonds and Certificates of Insurance for all bids and contracts

Fiscal 2011 Accomplishments

- The Assessors completed the triennial Real and Personal Property tax revaluation at the end of November 2010. They reported new property value growth of \$888,874 for Fiscal 2010. Of this total, \$308,387 was attributable to residential property and \$580,487 was from commercial, industrial and personal property

- Completed the Fiscal 2010 annual audit by December 2009
- Reviewed and approved 1607 purchase orders
- Drafted and secured 23 new contracts for services and renewed 39 ongoing contracts.
- Issued an Invitation for Bid and awarded a Contract to Ostrow Electric for the installation of an 83 KW rooftop photovoltaic system on the roof of the newly constructed four story tower at the Beverly High School. This large renewable energy system is being funded entirely from \$169,900 grant in Energy Efficiency and Conservation Block Grant (EECBG) and a \$300,000 Installation Grant from the Massachusetts Clean Energy Center formerly known as the Mass Technology Collaborative.
- Continued administration of contractors and subcontractors on the \$80.8 million Beverly High School renovation and reconstruction project and made payments totaling \$18.4 million to such contractors and subcontractors. Also applied for and received \$12.7 million in project grant funding from the Massachusetts School Building Authority (MSBA).
- Issued \$15.2 million in new General Obligation permanent debt, including \$10.0 million of the High School project, at an interest rate of 3.34% and a term of twenty-five years.
- Negotiated a new five and one-half year contract with Wheelabrator Saugus, Inc. for the disposal of trash delivered to its resource recovery facility located in Saugus. This new contract lowered the tipping fee significantly and resulted in a refund to the City of Beverly in the amount of \$137,936.46. In addition to this refund Wheelabrator Saugus, Inc. has agreed to refund the City up to \$20,000 annually for the costs of the City's Household Hazardous Waste Collection and the Electronics Waste Collection programs.
- Issued a Request for Proposal for the lease of space for cellular antennas on the water tank at Brimbal Hill. The original proposed amount of revenue from this contract was \$739,646.87. Negotiated, and New Cingular Wireless PCS, LLC agreed, to raise their offer to \$1,014,713.48 an increase of \$275,066.60 a 37 percent increase above their original offer.
- Issued an Invitation for Bid for reconstruction of the four municipal parking lots. This contract valued at \$1,160,000 was awarded to I.W.Harding Construction. The parking lots were constructed ahead of schedule with minor inconvenience to residents and merchants.
- Issued an Invitation for Bid and awarded a contract to Prism Builders in the amount of \$261,000 for an entire new roof as well as historical restoration of the windows and stucco on the gables of the Beverly Golf & Tennis Clubhouse. Also redesigned and repaved \$280,000 of cart paths and berms throughout the golf course.

- Collected \$617,631 in tax lien receivables and interest.
- Monitored the expenditure and reimbursement of the \$2.5 million grant from the Commonwealth's Executive Office of Administration and Finance for Harbor improvements.
- Redesigned and installed new software and information for the Coty's web site.
- Certified just over \$1.6 million in General Fund free cash.

Fiscal 2012 Goals

- Complete the Fiscal 2010 annual audit by the end of October 2011.
- Revise and update the content and presentation of the City's website.
- Fully implement GEO-TMS or competing software that will allow the departments of Municipal Inspection, Planning, Engineering, Fire and Health to track all building related permits and inspections on a centralized database.
- With the Solicitors' office, continue to increase the pace of tax title collections.
- Implement the new State Health Insurance Reform Act which will result in significant budget savings for all City departments.
- Design and install a handicap accessible lift/elevator at the Beverly Golf & Tennis clubhouse.
- Conclude the Beverly High School construction project and complete the MSBA audit.

MUNICIPAL INSPECTIONS DEPARTMENT

Director – Steven R. Frederickson, P.E.

The Municipal Inspections Department enforces the State Building Code, Uniform State Plumbing and Gas Code, State Mechanical Code, State Electrical Code, Architectural Access Board Regulations, and Beverly Zoning Ordinances. This involves plan review, permit issuance, and inspections of all building, electrical, plumbing, gas, and mechanical construction in the city, including new structures, additions, alterations, and repairs.

In addition to inspections of new construction, the department is responsible for inspecting and issuing Certificates of Inspection for all existing places of assembly (theaters, religious institutes, schools, nightclubs, restaurants, recreational facilities, public and semi-public pools, bleachers, educational uses (colleges, schools, day care centers), and all residential uses other than one and two-family dwellings (multi-family dwellings, hotels, motels, group dwellings, rooming houses).

The department also serves to coordinate inspections of properties by various municipal departments.

The department is also responsible for enforcing the Commonwealth of Massachusetts Architectural Access Board Regulations involving handicapped accessibility to buildings.

The Sealer of Weights and Measures reports to the Director. The sealer determines the accuracy of all weights and measuring devices in commercial and public use within the city.

The Director/Building Commissioner is appointed by and reports to the Mayor. In addition to the full-time Director, staffing consists of a full-time Building Inspector, two part-time Building Inspectors, a full-time Plumbing/Gas Inspector, a full-time City Electrician/Inspector of Wires, a full-time Electrical Inspector, a part-time Sealer of Weights and Measures and three full-time Clerks.

HIGHLIGHTS:

Permit activity was up slightly in FY2011. The Building Department issued 1196 building permits (up from 1162 in FY 2010 and 998 in FY09). Building permits generated \$486,948 in permit fees. This was down significantly from \$1,088,615 in permit fees, due to the decrease in the number of large projects. Fees were relatively consistent with earlier years' revenues (\$521,353 in FY09, and \$491,771 in FY08)).

The Plumbing/Gas Inspector issued 1,574 permits, generating \$81,995 in permit fees. This was up from 1,365 permits, generating \$66,800 in permit fees in FY 2010.

The Inspector of Wires issued 793 permits, generating \$132,998 in permit fees (down slightly from 821 permits, generating \$134,017 in permit fees in FY2010).

New projects of note for FY 2011 include an addition to the Italian Community Center at 302 Rantoul Street, an addition for Cape Ann Waldorf School at 701 Cabot Street (relocated from Hale Street), renovations to Blueberry Health Care on Brimbal Avenue, a new 20-unit residential building on Mill Street and two new three-family buildings on Grant Street. Ongoing projects include substantial completion of the high school, continued construction of new dwellings at Chapman's Corner, completion of construction of the Mayflower Inn on Cabot Street, ongoing construction of a new dormitory at Endicott College, substantial completion of an addition for the Beverly School for the Deaf, and ongoing construction for a new retirement community at the corner of Conant Street and Cherry Hill Drive.

The department continued its program to inspect all multi-family dwellings in the city, as required by the State Building Code. In addition to annual inspections of places of assembly (schools, restaurants, churches, etc.), 760 multi-family dwellings are required to be inspected every five years to determine that they are being maintained in a safe condition.

A new, greatly revised and updated edition of the State Building Code (8th Edition) became effective in August 6, 2010 for all structures other than one or two-family dwellings. A new

building code for one and two-family dwellings became effective February 4, 2011. Inspectors have been attending training and have been educating contractors about the new requirements.

The city adopted the new stretch energy code, which becomes effective July 1, 2011. The code will run concurrently with the existing energy code for 6 months, after which the stretch energy code becomes the sole energy code in effect.

A major rewrite of the section of the zoning ordinance that pertains to non-conforming situations (29-27) is underway and will be ready for publication earlier in FY 2012. Among other things, the rewrite will allow for additions to existing non-conforming dwellings (subject to certain limitations) without the need for zoning board of appeals approval.

As part of its ongoing management efforts, the department will be continually reviewing its staffing levels, personnel training, permit application and review processes, web-based services, and document storage systems, with the goal of providing a more streamlined, customer-friendly and efficient department.

ELECTRICAL DEPARTMENT

City Electrician - William Ambrefe

- Issued 793 electrical permits.
- Generated \$132,998.34 in permit fees, a \$22,988.34 positive variance.
- Performed roughly 1400 inspections on \$5,624,485.90 worth of electrical work.
- Oversaw and coordinated the electrical installations at the parking lot and marina projects.
- Installed an additional 5 radio fire alarm boxes.
- Held several meetings with representatives of the Regional Dispatch center to coordinate alarm systems.
- Responded to six traffic accidents involving traffic assets and four involving fire assets.
- Retimed several intersections to improve traffic flow at peak travel times.
- Installed electric meters at three traffic intersections in order to reduce electric cost that were resulting from estimated readings.
- Reviewed roadway and flood light inventories provided by National Grid and had many lights that had been removed from the system taken off our monthly billing cycle. This project is ongoing.

- After a one year reprieve, we have begun applying pressure on the utility companies to work on double pole removals. Our goal for FY12 is 45 poles. Our ultimate goal of no more than 10 double poles in a given year remains unchanged.
- Assisted the school and other departments and on several alarm, power and lighting issues.
- Finalizing the photo metrics for the RT1A project. Final plans and quantities for decorative lighting should be ready within the next few months. The City of Salem's stretch of 1A has both traffic and street lighting of the decorative style. I see no reason Beverly will not receive the same.
- We are in the beginning stages of seeking funding for LED roadway lighting. Preliminary research has shown some interesting options. In order to be eligible for such funding, the City Electrician must run a "greener" operation. Over the coming weeks and months, we will be making several proposals to better position Beverly to receive grants and funding for this endeavor. Properly planned, LED lighting will save thousands of dollars annually in energy cost.
- Removed obscuring vegetation at several traffic signal and dynamic speed signs locations.
- Performed a safety chain inspection at all of the city's older traffic signals, although not required we have decided to add safety chains at those locations that used fixed mount systems. This project will begin in a few weeks.
- Relamped or replaced all of the pedestrian features at all intersections. Added the industry standard maximum 2 seconds of all red at two pedestrian crossings identified by the Parking and Traffic Commission.

PLANNING AND DEVELOPMENT DEPARTMENT

Director - Tina P. Cassidy
Assistant Director – Leah Zambernardi
Environmental Planner – Amy Maxner
Associate Planner – Kate Newhall
Community Development Manager – vacant
Rehabilitation Specialist – Margaret O'Brien
CD Administrative Assistant – Nancy Ormiston
Airport Manager – Bob Mezzetti

The Department of Planning and Development is responsible for coordinating all of the planning and development-related activities of the City including land use and master planning, economic development, open space conservation and historic preservation. The Department oversees the work of the Conservation Commission, Design Review Board, Economic and Community

Development Council, Historic District Commission, Open Space and Recreation Committee, Parking and Traffic Commission and Planning Board.

The Department also includes the Community Development Office which administers grant funds for housing rehabilitation, de-leading projects, and first time homebuyer assistance, among others.

The Department periodically conducts studies of planning and zoning related issues and proposes plans and zoning amendments on a regular basis. It prepares planning and development-related grant applications on the City's behalf and represents Beverly on regional planning and local organizations such as the Metropolitan Area Planning Council, Beverly Main Streets and the Beverly Affordable Housing Coalition.

The Planning and Development Department consists of the Planning Division, Community Development Office, and the Beverly Airport.

PLANNING DIVISION

The Planning Division of the Department provided administrative and technical staff support to a number of boards and commissions during the fiscal year, in addition to assisting the public with questions regarding zoning and development issues. The department also undertook a number of planning-related initiatives over the course of the twelve-month period.

BOARDS AND COMMISSIONS

The department provided staff support to the following boards and commissions:

Planning Board

The Board conducted fifteen (15) meetings during the fiscal year including eleven (11) regular meetings, one (1) joint public hearing with the City Council, two (2) special meetings and one (1) inclusionary housing subcommittee meeting. The Board reviewed twelve (12) ANR (subdivision approval not required) plans, two (2) site plans, four (4) site plan review modifications, two (2) special permits and one (1) request to modify a special permit. The Board also reviewed two (2) definitive subdivision plans and one (1) Open Space Residential Design Site Plans/subdivision plan. The Board spent time monitoring and administering previously permitted projects currently under construction. During the year, the Board also reviewed and considered zoning amendments relative to the Watershed Protection Overlay District, Non-Conforming Uses and Structures, the IR-IR Overlay District, parking, signage, and the CC Zoning District.

Board of Appeals (ZBA)

The Planning & Development Department provided partial staff support to the ZBA by coordinating the drafting and filing of all decisions. The Board met a total of twelve (12) times during the Fiscal Year with eleven (11) regular meetings and one (1) special meeting. The Board processed a total of thirty eight (38) applications including seventeen (17) variances, seventeen (17) Section 6 Findings in accordance with the provisions of M.G.L. Chapter 40A, Section 6. Three (3) applications were withdrawn without prejudice and one (1) application was withdrawn before it was advertised. All of the 34 variance and findings applications were granted. The

Board did not process any special permit applications or any appeals of decisions by the Building Commissioner during the year.

For the first time in years the volume of applications filed with the Board annually fell. There were 38 applications made to the Board in FY11 and 67 applications filed in both FY09 and FY10. In the years prior to FY09 the Board had a significant increase in the number of applications it processed. There were 27 filings in FY05, 28 filings in FY06, 32 in FY07, and 56 in FY08.

Economic and Community Development Council (ECDC)

The Council met quarterly during the fiscal year on economic development matters City-wide. During that time it initiated a review of the Brimbal Avenue/Sohier/Tozer Road area relative to the corridors' development capacity and relationship to the proposed Route 128 Overpass. This study is being undertaken as a joint effort of the ECDC and the North Shore Alliance for Economic Development and is on-going.

In addition, the Council continued to advocate for an overhaul of the City's web site to update it, broaden the scope of readily-accessible information, and make it more user-friendly. It reviewed the satisfactory improvements made during the fiscal year in that regard and expects to collaborate with the City's IT Department on additional updates in the following months. The Council also reviewed various planning, economic development and construction projects by way of quarterly updates from the City Planner.

Parking and Traffic Commission

The Commission met eleven (11) times during the fiscal year and conducted occasional site visits as needed on certain issues. Its work consisted of studying and making recommendations on a number of parking and traffic-related issues. It reviewed and formulated recommendations for the Planning Board on subdivision and site plan review applications and made recommendations to the City Council on various parking- and traffic-related Ordinance changes across the City including: Centerville School area, Cole Street, Elliott Street, Dodge/Laurel Streets, Kittredge/Russell Streets, Ray/Boden Streets, the intersection of Dane/Essex Streets, Hale/Corning Streets . It began work on drafting a revised ordinance relative to livery and taxi cab licenses at the City Council's request.

Design Review Board

The Board met eleven (12) times during fiscal year 2011. Over the course of these meetings the Board processed thirty-two (32) sign applications (all were either approved as designed or approved with modifications suggested by the Board). They also provided recommendations to the City Council on one (1) sandwich board sign application. The Board made recommendations to the Planning Board on two (2) site plan review applications and discussed a conceptual site plan for a 7-story building located in the CC overlay district on Rantoul Street. The Board also reviewed one (1) Open Space Residential Design (OSRD) site plan. The Board continues to administer the amended sign ordinance, and continues to address sign violations and other sign-related issues throughout the City with the Building Commissioner.

Historic District Commission

The five-member Commission met three times during fiscal year 2011. The Commission approved two (2) applications for a Certificate of Appropriateness and one (1) Certificate of Non-Applicability for projects in the City's Fish Flake Hill Historic District. This year, the Commission also received eighteen (18) requests for demolition permits as required by the City's Demolition Delay Ordinance. Three of these required public hearings with all three applications receiving one-year periods of delay; two of these delays will expire in October 2011 and the third will expire in May 2012. Since the adoption of the demolition delay ordinance in 1991, in total, the demolition of twenty (20) properties has been delayed. Of those eighteen (18) properties, eight (8) have not been demolished, and three (3) others have undergone major restoration and renovation. Eight (8) of the eighteen properties were demolished and one (1) was moved.

Conservation Commission

The Conservation Commission is a seven member volunteer board made up of Beverly residents and is charged with administering and enforcing the State Wetlands Protection Act and Regulations as well as the Beverly Wetlands Protection Ordinance and Regulations in reviewing and permitting activities within and adjacent to wetland resource areas.

The Commission conducted fourteen (14) regular meetings and held fourteen (14) site inspections at various properties throughout the City during the fiscal year accounting for over 84 hours of meeting time or an aggregate of well over 294 hours of volunteer time served by the members of the Commission. The Commission processed sixteen (16) Determinations of Applicability, twenty-five (25) Notices of Intent, one (1) Order of Resource Area Delineation, two (2) requests for Amendments/Modifications to existing Orders of Conditions, for projects across the City. The Commission processed seventeen (17) Certificates of Compliance, and two (2) Cease and Desist Orders.

The Commission conducted reviews and provided comments on applications submitted to the Planning Board, including an Open Space Residential Design Site Plan and various other Site Plan applications throughout the City.

Commission members and staff attended various workshops and conferences throughout the fiscal year, which provided educational and technical training opportunities for administering and enforcing the Act and Regulations.

Open Space and Recreation Committee

The Committee held eleven (11) meetings during the fiscal year to continually plan and develop open space and recreational amenities across the City. The Committee held one (1) site visit with representatives from Essex County Greenbelt and New England Mountain Biking Association to map out a potential new trail at the Beverly Commons open space area. The Committee's main focus during the fiscal year was to implement the City's Open Space & Recreation Plan (Plan). A current Plan is essential to continued eligibility for State Self Help and Urban Self Help grants to purchase open space and fund trail and facility enhancements and the like.

The Committee continued to review applications filed with the Planning Board, Zoning Board of Appeals, and Conservation Commission for consistency with the Open Space Action Plan and suggested ways to preserve and/or improve access to open space and trail networks. The Committee conducted review and provided comments to the Planning Board on a continued Open Space Residential Design Site Plan for a residential subdivision in Beverly. The Committee hosted a few informational meetings to discuss the possibility of organizing a campaign to add the Community Preservation Act to an upcoming ballot election. Various stakeholders participated in these meetings and a small committee continues to work on this proposal.

In August of 2010, the Committee partnered and volunteered with Essex County Greenbelt Association in Greenbelt's first annual Trail Run at the Beverly Commons open space area. Members of the Committee volunteered on the day of the run, which proved to be a very successful event with approximately 125 runners participating. In August of 2011 Greenbelt will again coordinate and host a second trail run, with the intention of making this an annual event and the Committee looks forward to its continued partnership in this endeavor.

In celebration of Earth Day 2011, the Committee coordinated and hosted the sixth annual Earth Day Nature Walk series. Local naturalists, historians and outdoor enthusiasts led natural history walks at several different properties throughout the City on weekends during the months of May and June. A forest wildflower walk at Sally Milligan led by plant expert Erika Sonder was especially well attended with over 30 participants. These Earth Day nature walks continue to be an enormous success providing participants, both young and old, opportunities to join guided tours of properties, as well as to learn about Beverly's local ecology and fascinating history. The Committee looks forward to organizing the event in years to come.

Other highlights of the Planning Division's efforts during the fiscal year included:

- Collaborating with the City's Engineering and Purchasing Departments to refurbish the four (4) municipal off-street parking lots. Work included reconstruction of the entirety of each lot including drainage improvements, repaving and restriping, new lighting, new pay stations to replace individual meters and landscaping.
- Representation on the Beverly Main Streets Board of Directors and its Economic Restructuring and Design Committees.
- Representation on the Beverly Affordable Housing Coalition its successor organization (the North Shore Community Development Corporation) and participation in that board's activities and initiatives.
- Representation on the Metropolitan Area Planning Council's Executive Committee, North Shore Task Force and Regional Adjudicatory Board.
- Membership on the City's Disability Commission.
- Daily interaction with the public, City staff, appointed and elected officials responding to planning, zoning, and development related inquiries.
- Drafting and presentation of various zoning amendments before the City Council and Planning Board.
- Collaboration with various City departments on creation of a new dog park and application for "Green Community" status.

- Preparation of numerous successful grant applications, including a \$500,000 grant to install a new turf athletic field at the High School, a \$10,000 grant to explore the possible creation of a downtown business improvement district, a \$10,000 grant to design a signage wayfinding system for the downtown, two grants that added 62 bike racks to various public spaces, parks and downtown streetscapes, a \$1,021 grant to construct a trail to conservation land off Tall Tree Drive, and \$73,300 in grant funds for repair and replacement of the roof, roof drainage system, upper windows, copper flashing and some stucco at the Beverly Golf & Tennis Club.
- Collaboration with Beverly Main Streets on the Façade Improvement Program that provided funds to rehabilitate five downtown commercial facades.
- Provided assistance to the MBTA in its on-going development of a final design for a new 500+ space commuter parking garage near the Beverly Depot. The design will be finalized within the next six (6) months.
- Involvement in and testimony at the trial of Beverly Port Marina vs. the City of Beverly relative to redevelopment of the former McDonald's waterfront property.

COMMUNITY DEVELOPMENT DIVISION

The Department lost long-time Community Development Manager Bill O'Hare to cancer early in 2011. The manager's position remains vacant at this time but will be filled at some point in the fiscal year.

FAÇADE IMPROVEMENT PROGRAM

The Office allocated \$20,000 to assist business owners interested in improving building exteriors consistent with the City's design standards. Approved projects were eligible for up to \$5,000 in grant assistance as well as bank loans favorably priced for the program. Improvements included new signage, awnings, window replacement and exterior repairs. Grants were awarded to Marino's Café, Atomic Café, Archer Insurance/Sun Tan Studio, K&D Upholstery and Tom Carnevale.

NORTH SHORE HOME CONSORTIUM

The HUD HOME program aims to assist low and moderate-income households obtain decent, affordable housing. Funding is received through the North Shore HOME Consortium. During the past year the following commitment of HOME funds were made, to be spent during FY11 and FY12: \$90,000 to Harborlight Community Partners to assist in the rehabilitation of three units of affordable housing at 11 Union Street. Another \$140,000 was committed over a two-year period to Peabody Properties for renovation of a former warehouse at 60 Pleasant Street into affordable housing. Finally, \$140,000 was "re-committed" over a two year period to the North Shore Community Development Corporation for its on-going affordable housing project in Gloucester Crossing.

MASS HOUSING "GET THE LEAD OUT" PROGRAM

The City continues to act as escrow agent for this Mass Housing program that provides homeowners and investors with funds to remove lead paint from properties occupied by children under the age of six.

MASSACHUSETTS HOUSING PARTNERSHIP (MHP) AND MASS HOUSING (MHFA) SOFT SECOND MORTGAGE PROGRAMS

These programs provide second mortgage financing that subsidizes the overall mortgage loan costs normally incurred by first-time homebuyers. The Office explains the programs to income-eligible households and refers them to local banks that handle program administration for MHP and MHFA.

AIRPORT

Commission Chairman – Paul A. Vitale, Chairman

Manager – Robert Mezzetti

The Beverly Airport Commission, Airport Manager and staff continue to strive to improve the airport and to make the Airport as self-sustaining as possible despite the poor economy. The Airport continues to provide an economic benefit to the Community conservatively estimated at \$14,000,000.00 per year.

The Airport Commission met for twelve (12) regular meetings and two (2) sub-committee meetings during the year. Activities included:

Safety and Security – Repaired/replaced approximately 400 feet of security fencing that was damaged in the winter of 2010/2011, wildlife management – hired airport based hunter for depredation of airport deer, coyote, geese, seagull and any other wildlife jeopardizing pilot and public safety, created vehicle paths along airport perimeter fencing, conducted several safety and security meetings with airport tenants and users, had both runways crack sealed and pavement markings re-painted, developed Runway Safety Action Plan, completed FAA National Wildlife Assessment, topped two trees at approach end of RW 16 that was in aircraft approach path.

Capital Projects – None for Federal fiscal year FY11.

Environmental -- Received and responded to two (2) airport noise complaints (Beverly – 1, Danvers – 1), reviewed and provided comments on the draft proposed revision to the City of Beverly Watershed Protection Ordinance, procured the release for non-aviation use of a parcel of land adjacent to Nike Road.

Public Relations – Approved the use of airport land for a City of Beverly Dog Park, host airport for Wings of Freedom WW2 Bomber tour, host airport for National Guard Helicopter and Humvee Static Display.

Aircraft Operations – Calendar year 2010 aircraft takeoffs and landings was 60,734.

Snow - Airport measurements for snow season of 2010/2011 was 98.5”

Planning – Completed Beverly portion of the MassDOT Statewide Airport Systems Plan.

Land Sale – Sold 3.0 +/- parcel of land for \$276,000.00 to Cicoria Tree Service for non-aviation use.

Landing Fees – Collected \$30,755.00 in corporate landing fees.

Revenues and Expenses – Total airport revenue was \$331,813.00 and expenses were \$286,244.00. Revenue less expenses was \$45,568.00 less expenses before airport share of Capital Improvement Projects.

POLICE DEPARTMENT

A MESSAGE FROM THE CHIEF

In FY 2011, Beverly Police responded to 22,596 calls for service from our community. Violent crime has decreased slightly and property crime has trended upward, mirroring regional patterns. Our officers continue to provide the highest level of service even while challenged with reduced resources.

The International Association of Chiefs of Police awarded the Beverly Police Department, its officers, and the Domestic Violence Unit the Excellence in Victim Services Award. The Commonwealth's First Lady, Diane Patrick, came to Beverly to recognize this achievement. The award highlights the significant progress this department has made in ensuring the safety for victims of violent crime.

In our effort to provide comprehensive police services, the Beverly Police Department has become a member organization of the Northeast Massachusetts Law Enforcement Council (NEMLEC). NEMLEC provides law enforcement services which may exceed the scope and resources of our community. A Rapid Response Team and SWAT team provides specialized resources during events ranging from a search for a lost child to a barricaded hostage situation. NEMLEC provides resources to respond to school incidents, forensic dive teams, expanded detective networks, and other regional law enforcement tools.

In partnership with our community, the Beverly Police Citizen Advisory Committee (CAC) has positively influenced Beverly's quality of life. They have successfully launched initiatives cleaning graffiti from our parks and streets, reducing noise and disturbances in our neighborhoods, and providing timely safety information and resources to our citizens.

We have expanded our ability to quickly provide important information to our community through the growing phenomena of social networking. In partnership with the Montserrat College of Art, we have redesigned our web site at ww.beverlypd.org, and communicate on Facebook, Twitter, and at MyPD – a smart phone application.

In FY 2012, the Beverly Police Department looks forward to building upon last year's successes and expanding and strengthening alliances with our community members.

Mark A. Ray
Chief of Police

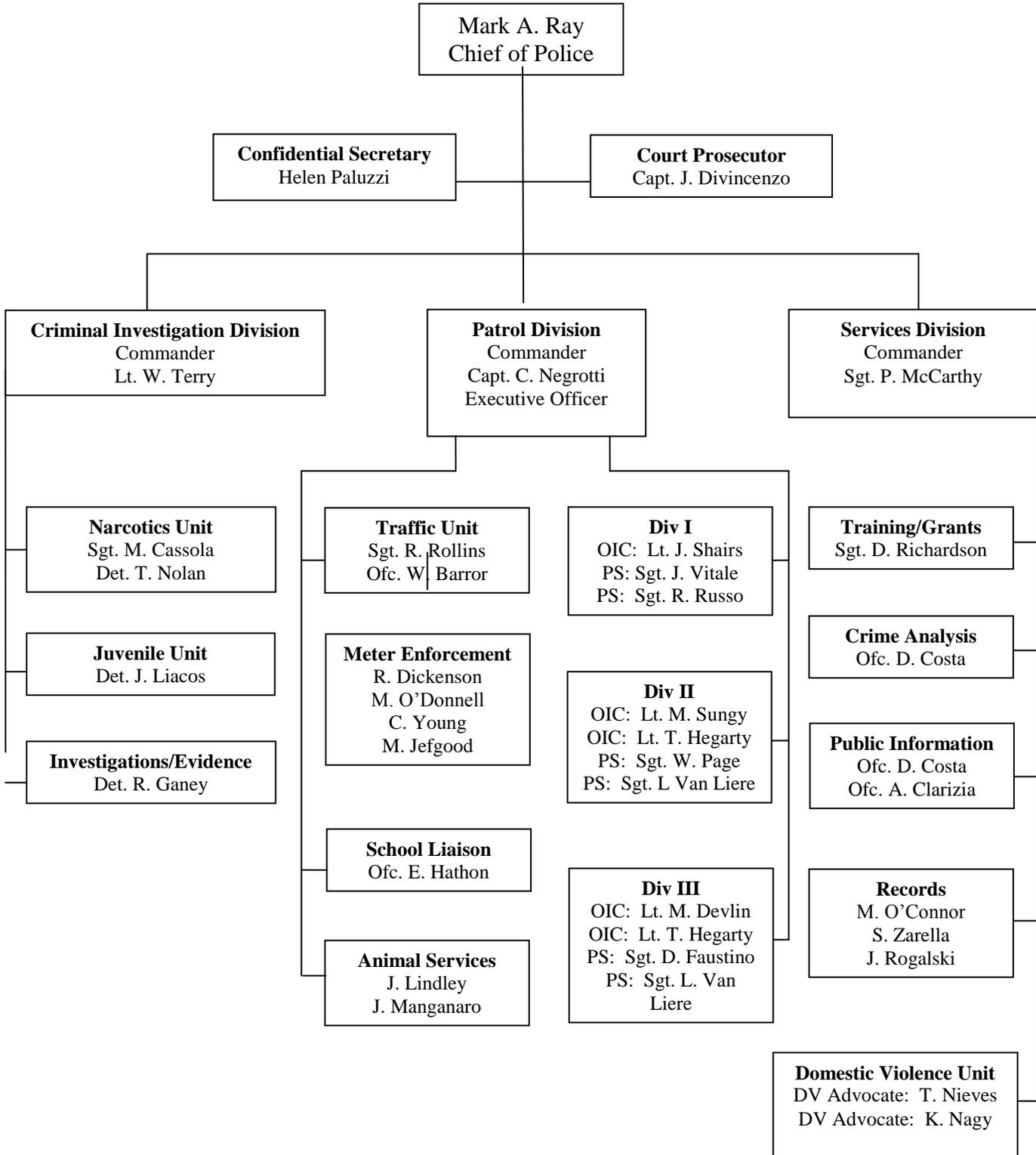
MISSION STATEMENT

The Beverly Police Department is an organization comprised of professional men and women who are ethically and morally dedicated to providing the finest quality of law enforcement services to the citizens of Beverly. While maintaining respect for individual rights, human dignity, cultural diversity and community values, we pledge to sustain a working partnership with our community to protect life and property, and to maintain a safe and peaceful environment for all.

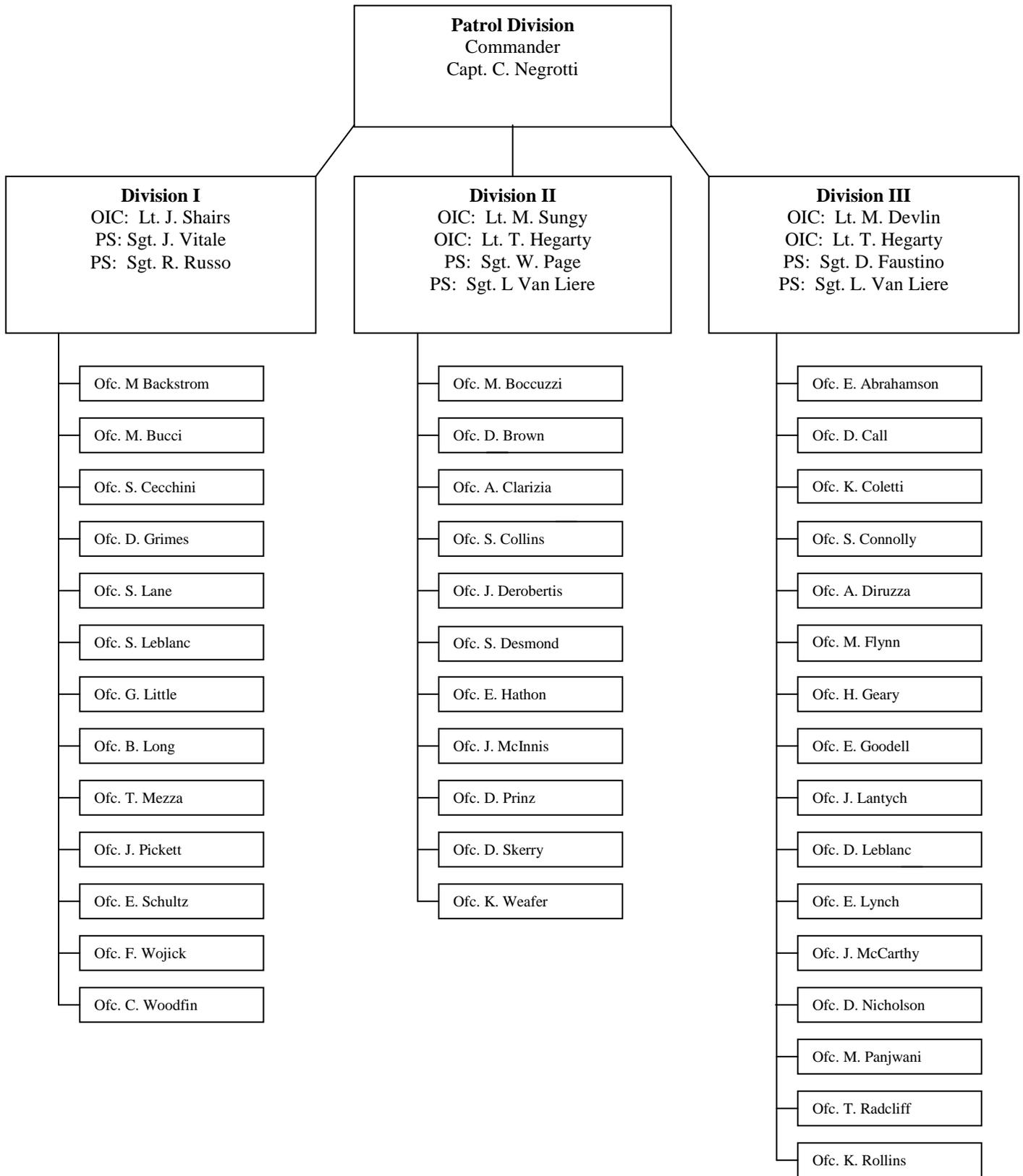
DEPARTMENT GOALS

Enhance Safety for Our Citizens
Ensure Professional and Respectful Police Services
Be Accountable to the Community
Encourage Community Involvement
Educate and Inform our Citizens
Maintain An Effective Police Presence in our Schools
Provide Great Leadership at Every Level

ORGANIZATIONAL CHART



PATROL DIVISION



PATROL DIVISION

The patrol component of law enforcement represents the most visible aspect of the criminal justice system, and is the frontline in the battle between law & order and those who would compromise such. Patrol officers are highly-trained, competent professionals who must rely on their specialized skills daily to overcome tough and tense situations. Each patrol officer understands that he or she may be asked to make a split-second, life or death decision in order to protect the public that he or she serves, and that such decision will be scrutinized endlessly. Society rightfully expects a very high level of service and performance from patrol officers, and the Patrol Division of the Beverly Police Department strives to provide such level of service and performance to our citizens.

The Beverly Police Department continues to embrace the Community Policing approach to law enforcement. We continue to meet with citizen groups in all neighborhoods of the city, as this allows police officers to interact with citizens in an informal group setting, and to focus on neighborhood concerns that police need to be aware of. The new concept of “police liaison” that has been implemented in the specific areas of airport, elder services, hospital, public housing, and schools has been significant in focusing police attention on targeted problems. The concept of Directed Patrols, which relies on comprehensive statistical analysis of potential problem locations, as well as daily citizen input regarding specific problems within a particular neighborhood, has been introduced and direct patrol officers to provide uniformed coverage of specific areas within their patrol sectors. Citizens are able to observe the increased visibility of patrol coverage at locations that are perceived as potential problem sites.

The Patrol Division is comprised of three divisions: Division I (nights), Division II (days) and Division III (evenings). Division II and Division III receive additional assistance from the Traffic Department which operates from 7:30 am to 11:30 pm. During an average shift, each Division is commanded by one Officer in Charge (Lieutenant), and one Patrol Supervisor (Sergeant). These supervisors are responsible for ensuring immediate police response to emergencies, preliminary investigation of criminal activity, directed patrol, identification and apprehension of criminal suspects, etc., by the patrol division.

FY2011 saw the Patrol Division respond to **22,596** calls for service. Division I personnel responded to **6,942** calls for service, Division II personnel responded to **7,557** calls for service, and Division III personnel responded to **8,097** calls for service. Additionally, patrol officers made **660** arrests, place **90** people in protective custody, and answered **1,882** alarms.

TRAFFIC AND SAFETY

The Traffic Division is comprised of **2** full-time employees and **4** part-time employees. The Traffic Division is supervised by Sgt. Russ Rollins. Of the **5** other employees, **1** is assigned to traffic enforcement, and **4** are assigned to the Parking Meter Enforcement Unit.

Traffic Accidents

The Beverly Police Department investigated **757** motor vehicle accidents in FY2011, a decrease of **(3%)** from **780** in FY2010. Of those accidents, **112** involved personal injury, **1** involved a fatality, and **644** were just property damage related.

Hit and Run

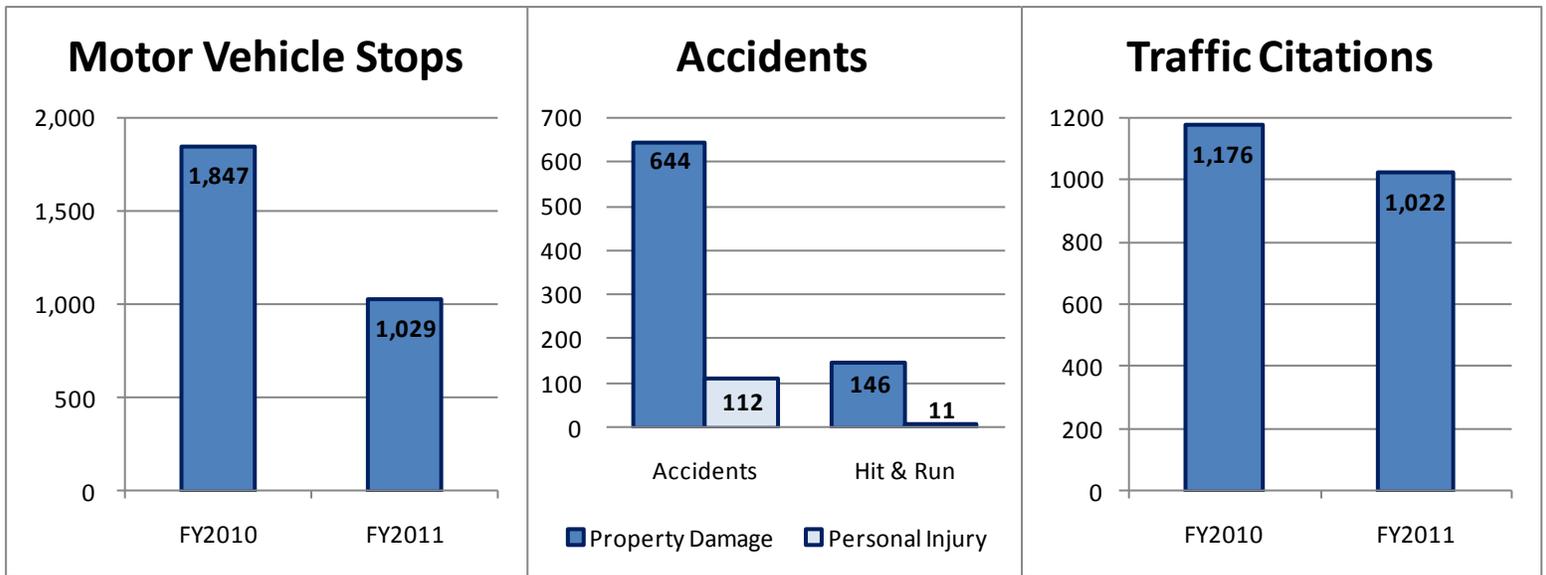
In FY2011, **146** hit and run traffic accidents were reported to the Police Department, a **(5%)** decrease from **153** in FY2010. Of those accidents, **11** resulted in personal injury, whereas **135** were related to property damage.

OUI (Operating Under the Influence) Enforcement

The Police Department engaged in cooperative saturation alcohol enforcement patrols during the past year while participating in the Safe Streets Program. As a result of those enforcement efforts, a total of **47** OUI arrests were made in FY2011, an increase of **21%** from **39** in FY2010.

Traffic Citations

The Beverly Police Department issued **1,022** traffic citations in FY2011, a **(13%)** decrease from **1,176** in FY2010. This is, at least partially, due to the traffic unit losing one officer during FY2011 and follows the downward trend seen across the state of Massachusetts, where traffic citations were down an estimated **(16%)** in FY2011.



CRIMINAL INVESTIGATION DIVISION

The Criminal Investigation Division of the Beverly Police Department provides investigative services to the citizens of our community. The division commander is responsible for coordinating, supervising, organizing and administrating the investigations conducted by detectives within the division. The detectives assigned the Criminal Investigation Division have a wide variety of responsibilities. Some of these responsibilities include:

- Supervising the division's Drug Detectives,
- Investigating all sexual assaults,
- Follow up and investigation of juvenile related incidents,
- Crime Scene Photography,
- Follow up and investigation of all major crimes including, but not limited to, murder, sexual assaults, arson, and property crimes,
- And interface with other local police departments, the Massachusetts State Police, the Federal Bureau of Investigation, the Drug Enforcement Administration and other federal agencies.

The Criminal Investigation Division identifies and interviews witnesses and suspects, gathers evidence and prepares cases in conjunction with the Essex County District Attorney's Office for criminal prosecution. Prosecution occurs in various jurisdictions including Salem Juvenile Court, Salem and Peabody District Courts, Essex County Superior Court and various federal courts. Investigators also serve subpoenas for the courts, process evidence, and participate in regional task forces, in addition to providing support to the patrol division.

The Beverly Police Department provides our detectives with extensive and comprehensive training in various areas of criminal investigations. Detectives attend specialized investigative training in such areas as Homicide Investigations, Domestic Violence and Sexual Assault Investigations, Crime Scene Processing and Preservation of Evidence.

SERVICES DIVISION

The Services Division provides a multitude of services that complement the Patrol Division and coordinates community relations for the Beverly Police Department. Within the division are the Domestic Violence Unit, the Crime Analysis Unit, the Public Information Unit and the Training Unit. The division is also responsible for fleet maintenance, equipment management, training, and other areas that support the Patrol and Criminal Investigation Divisions.

FY2011 was a busy and productive year for the Services Division. Programs that had been initiated in years past continued to flourish and new programs were instituted.

- The **Community Advisory Committee (CAC)** is an all-volunteer committee created to foster and facilitate communication and understanding between the Police Department and the community. The CAC continues to work with the police department to find ways to better serve our community. Recent accomplishments include:
 - Establishing an Anti-Graffiti Committee which set up a graffiti email and put together a graffiti ordinance, currently under review by the solicitor's office
 - Working on ways to educate the community on the importance of driving safely and identifying problem areas where increased traffic enforcement was necessary.
- The department continued to embrace new technology in an effort to make communicating with citizens more efficient:
 - The Beverly Police website was redesigned and reorganized to allow citizens to more easily find whatever information they are looking for. Forms were added to the website to allow citizens to more easily submit tips and request reports.
 - The Beverly Police now have an app available for iPhones and Android phones to allow citizens to easily communicate with the police while on the go. Features include one touch phone calls to the department, immediate directions to the police station from your current location, and readily available forms for submitting tips, commendations, or concerns.
 - The department has continued to use Swift911, a reverse 911 phone notification system, to update citizens with important information and emergencies. We have joined Twitter to provide immediate updates to citizens on what's happening in their City.

DOMESTIC VIOLENCE

The Beverly Police Department's Domestic Violence Unit was established in 2002 in response to the growing epidemic of domestic violence cases within the City of Beverly. Our first response was to enter into collaboration with the **H**ealing **A**buse **W**orking for **C**hange organization (HAWC) in order to enhance the delivery of services to victims of domestic violence, stalking and sexual assault within the city.

Our main goal has always been victim safety and offender accountability, with victim safety being paramount. The domestic violence unit provides specialized domestic violence training to all sworn and reserve officers as well as to community partners. We have gone from having no specific services within the city for victims of domestic violence to having a specialized domestic violence Sergeant in charge of the unit and two domestic violence Advocates.

Advocates provide free supportive and confidential services to victims, which include crisis intervention, shelter placement, 1-1 counseling, 24 hour hotline, legal advocacy and community education.

Our Coordinated Community Response includes being a part of the Salem High Risk Team which a team is comprised of department heads from within the criminal justice system (i.e. Probation, Police, Prosecution, Family court, House of Corrections, victim witness advocates, and HAWC advocates). This team's goal is to flag cases that have a high likelihood of homicide in order to put preventive measures in place to enhance victim safety and deter a potential homicide.

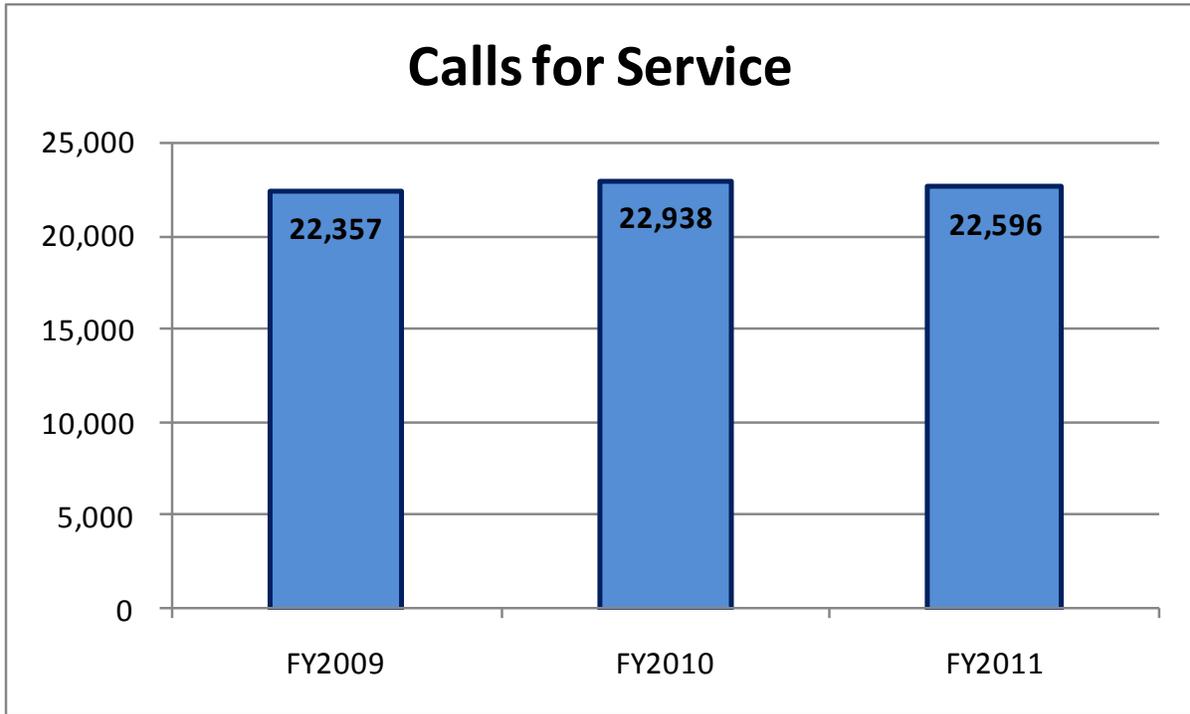
We are in the process of establishing a Sexual Assault Response Team which will be a dedicated team of officers, detectives and advocates who are specially trained in sexual assault response and investigation and will respond to every sexual assault incident.

Domestic and family violence is a community and societal epidemic. In the past, domestic violence has been mislabeled as a "family matter." Fortunately, we are more informed today. We understand that batterers and victims come from all ethnic backgrounds, socioeconomic classes, ages, and religious affiliations. The City of Beverly's Police Department is meeting the challenges of this epidemic by providing specialized training to officers and maintaining the Domestic Violence Unit which consists of a Sergeant in-charge of the unit, two Domestic Violence Advocates, and HAWC'S Emergency Advocate Response Team (HEART), which is on-call 24 hours a day. All Police officers have been trained in Domestic Violence Intervention.



DOMESTIC VIOLENCE UNIT		
Case Characteristics	FY2010	FY2011
Domestic – Verbal	249	254
Domestic – Drunkenness	11	10
Domestic – Abuse/Neglect	84	43
Domestic – Abuse/No 209A	115	124
Domestic - Abuse 209A Violation	53	48
Emergency 209A Application	15	9

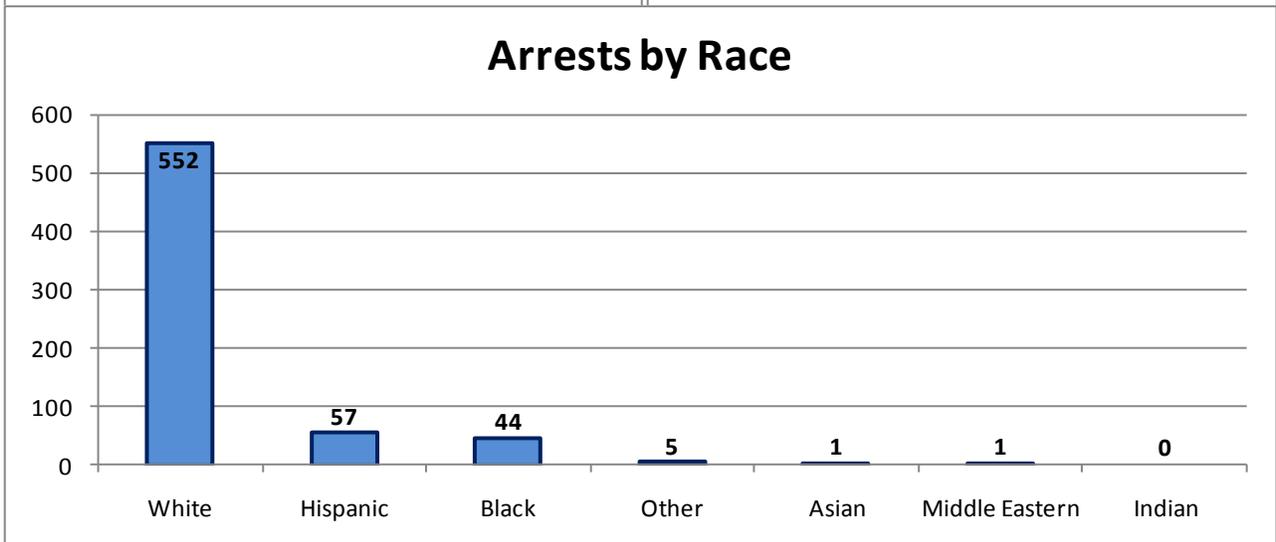
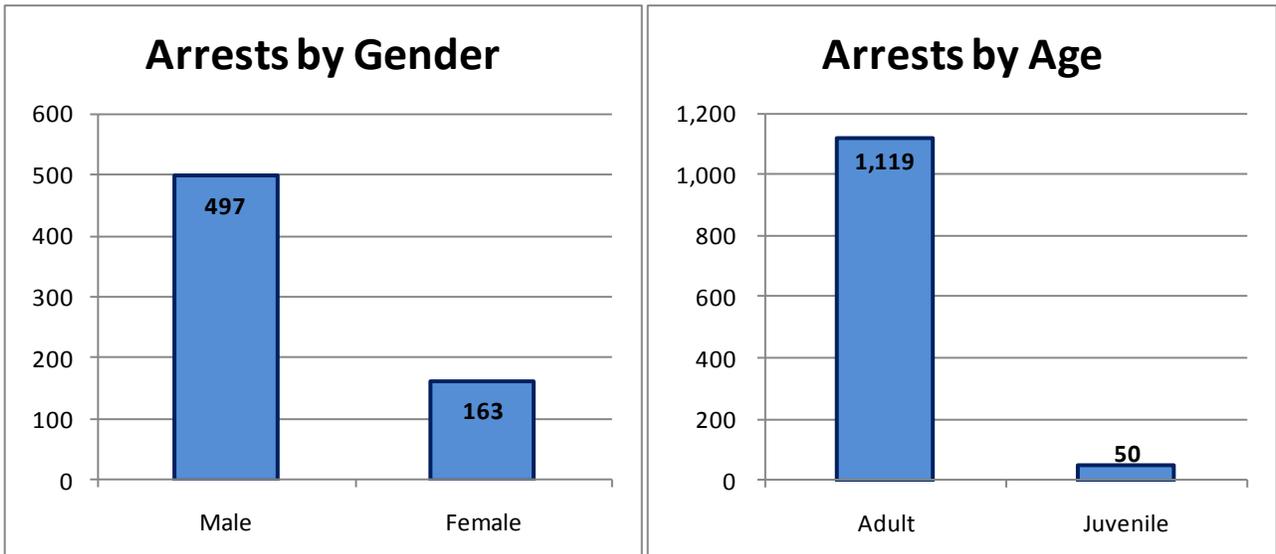
FISCAL YEAR 2011 CRIME DATA



TOP TEN SERVICE CALLS	
Description	Calls
Medical	1,898
Alarm	1,882
Disturbance	1,626
Suspicious Activity	1,309
Motor Vehicle Stop	1,116
Motor Vehicle Accident	757
Parking Complaint	640
Check Well Being	535
Domestic Disturbance	489
Assist Citizen	432

FISCAL YEAR 2011 ARREST DATA

TOP TEN ARREST CHARGES	
Charge	Arrests
Warrants	307
Assault & Battery	96
Disorderly Conduct	60
Assault & Battery with Dangerous Weapon	46
Operating Under the Influence of Liquor	41
Resisting Arrest	33
Drug Possession, Class B <i>*Popular Class B drugs include Cocaine, LSD, Ecstasy</i>	31
City Ordinance Knife Violation	23
Trespassing	22
City Ordinance Open Container Violation	21

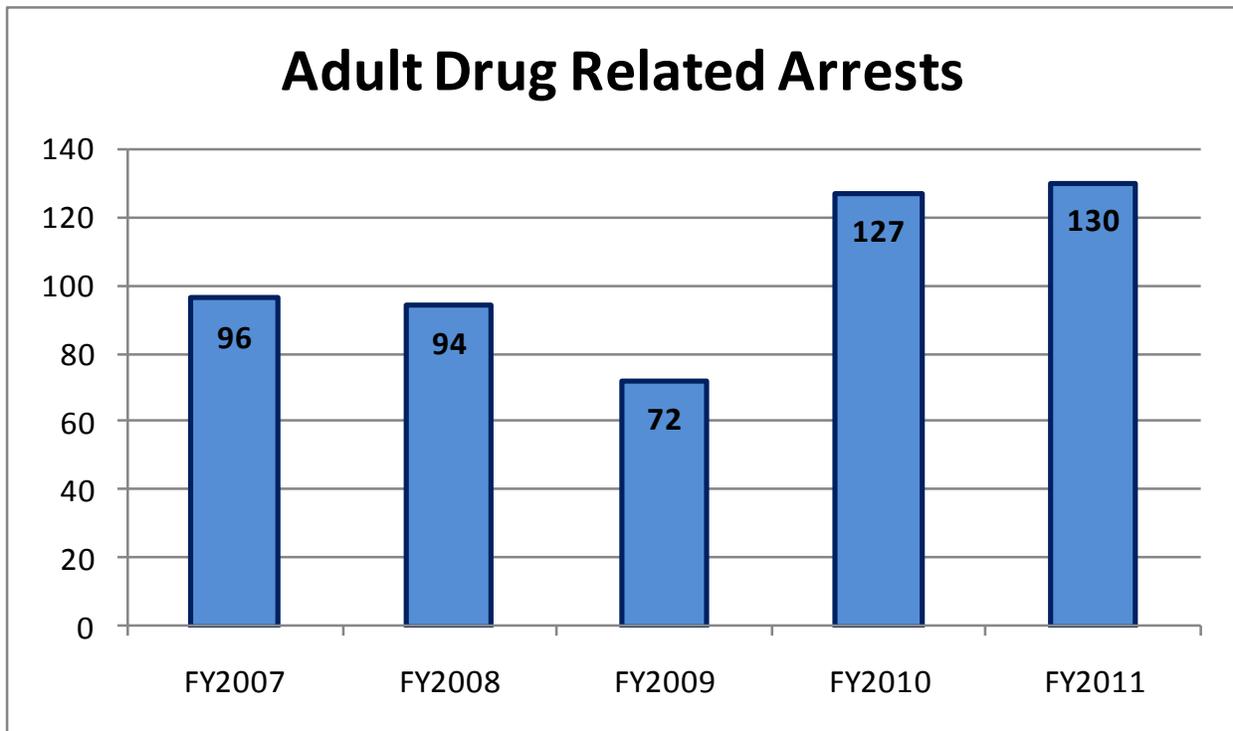


ADULT DRUG ARRESTS

Adult drug related arrests increased **2%** in FY2011, from **127** in FY2010 to **130**. This increase highlights the police department's ongoing effort to get drugs off the streets of Beverly.

Consistent with FY2010, a charge of Drug Distribution was involved in **57%** of the 130 arrests in FY2011, with the popular drugs of choice at this time being Cocaine and Heroin. The Narcotics Unit continues to work with the regional drug task force and assists with numerous arrests all over Essex County.

A vast disparity can be observed when looking at the time of day arrests have been made on drug related charges. The hours of 4pm to Midnight account for **60%** of all drug arrests, while **37%** of drug arrests take place between 8am and 4pm and **3%** take place between 12am and 8am.



VIOLENT CRIME DATA

In FY2011, overall violent crime in the City of Beverly decreased (**5%**). After experiencing the first homicide in Beverly in five years in FY2009, there were **2** homicides in FY2011; the first, a murder/suicide in July 2010; the second, in March 2011. In the latter incident, the department acted quickly and arrested two suspects in that case, both of whom are still in custody and currently awaiting trial.

Felony Assaults

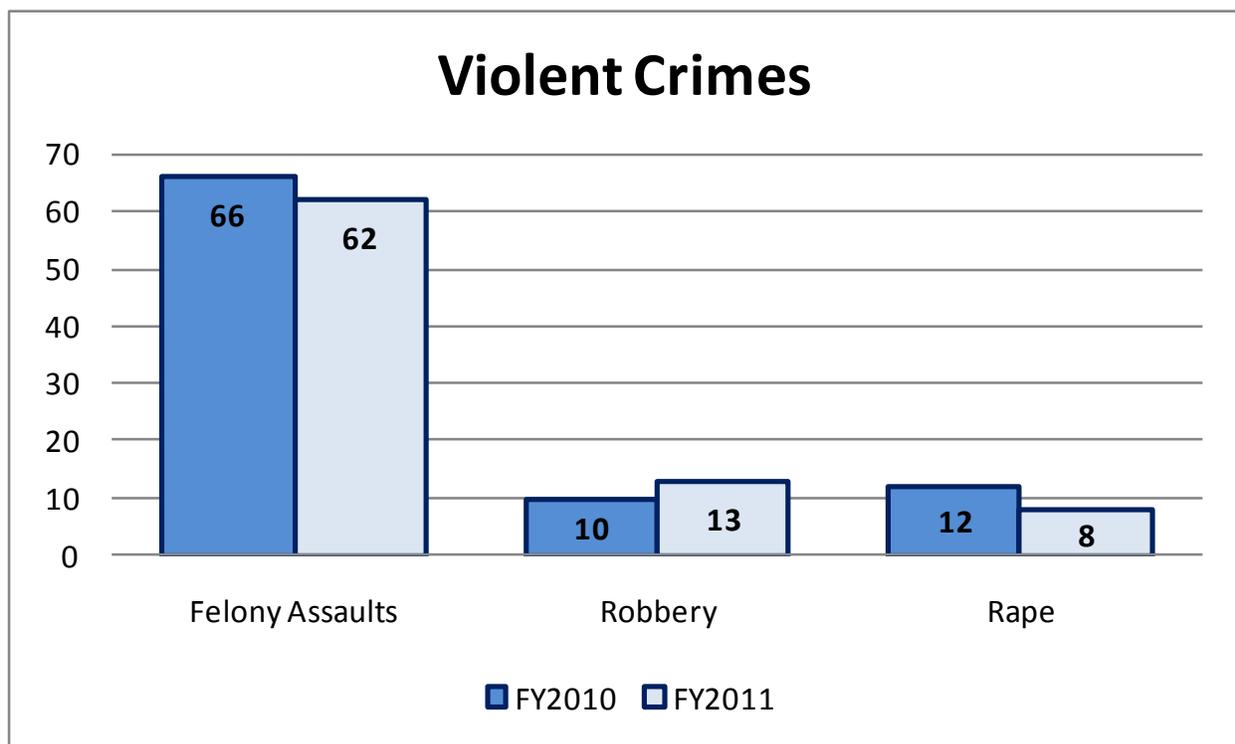
Incidents of felony assaults decreased (**6%**) from **66** in FY2010 to **62** in FY2011; however, incidents involving multiple victims of felony assaults increased **40%** from **10** to **14** year-over-year.

Robbery

While Beverly experienced a decrease in violent crime overall, there was an increase in the amount of robberies reported. There were **13** robberies reported in FY2011 after only **10** in FY2010, a **40%** increase.

Rape/Sexual Assault

Reports of rape decreased in FY2011. In FY2010 there were **13** reports of rape in Beverly compared to **8** in FY2011, a (**39%**) decrease.



PROPERTY CRIME DATA

In FY2011, the City of Beverly experienced a **16%** increase in overall property crimes. This comes after a decrease of **(12%)** from FY2009 to FY2010.

Burglaries

The number of Burglaries increased **12%** from **101** in FY2010 to **113** in FY2011. This is relatively consistent with the average of the last five years.

Larcenies

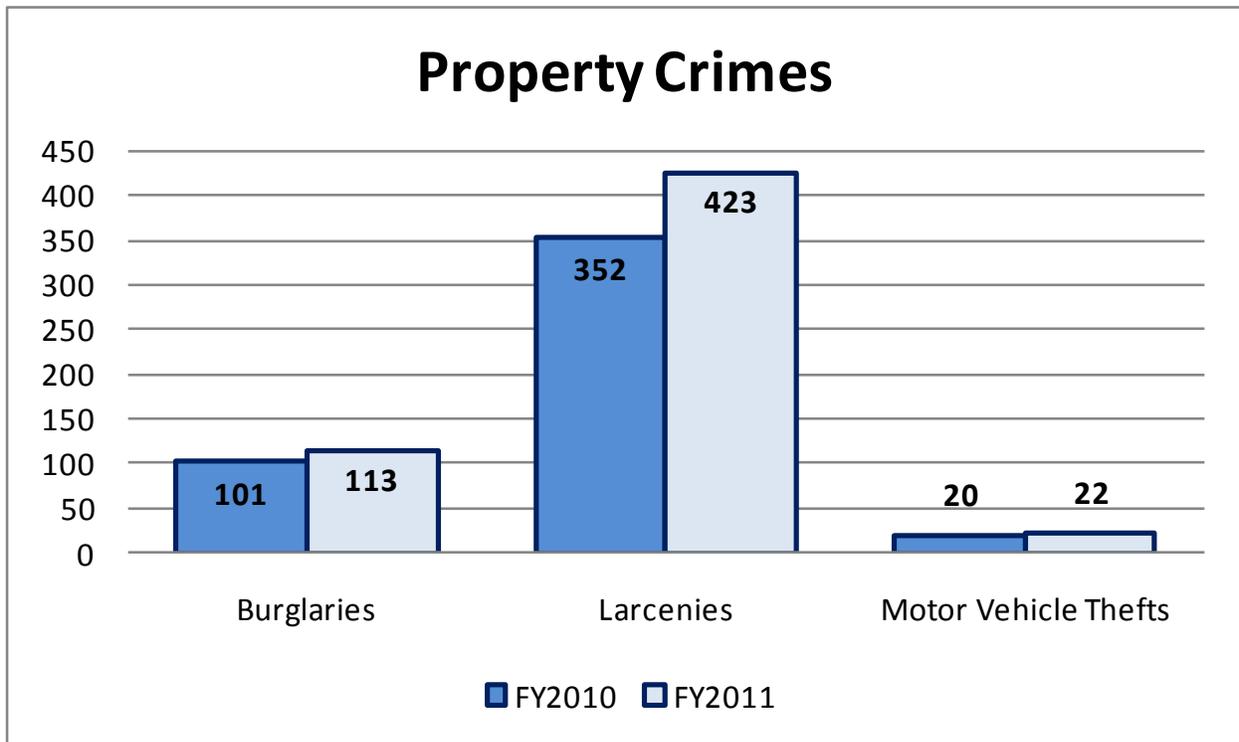
The number of larcenies reported increased **20%** from **352** in FY2010 to **423** in FY2011. This is **7%** higher than the average of the last five years.

Motor Vehicle Thefts

After **3** years of trending downward, motor vehicle thefts increased slightly from **20** in FY2010 to **22** in FY2011. This is still **47%** lower than the five year high of **42** motor vehicle thefts experienced in FY2008.

Arsons

The number of arsons totaled **3** in FY2011 after only **1** in FY2010. This is consistent with the average of the last five years.



JUVENILE CRIME DATA

Juvenile Arrests

Juvenile arrests decrease from **25** in FY2010 to **23** in FY2011. Of the **23** juvenile arrests in FY2011, **64%** occurred between the hours of 4pm to Midnight. In contrast, the hours of Midnight to 8am accounted for only **7%** of all juvenile arrests.

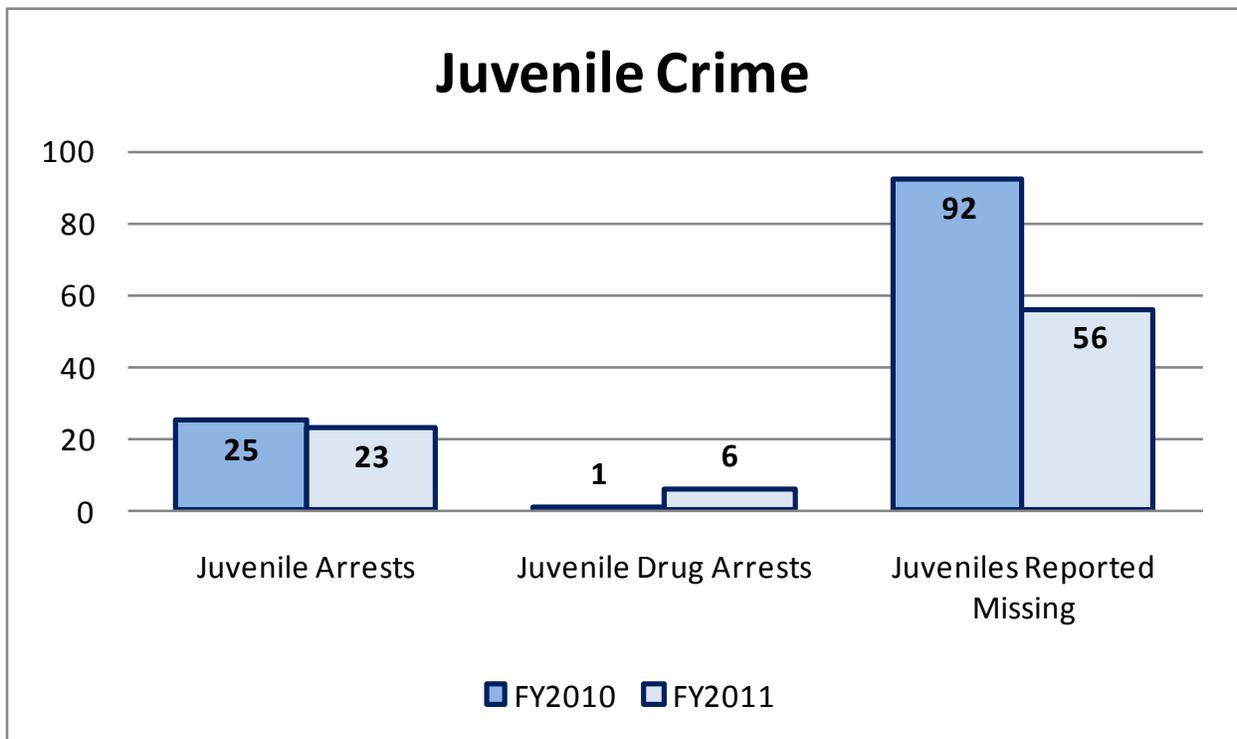
Juvenile Drug Arrests

After trending downward the last few years, juvenile arrests involving drugs increased **500%**, from **1** in FY2010 to **6** in FY2011.

Juvenile Missing Reports

Continuing a downward trend, the number of juveniles reported missing decreased (**39%**) in FY2011. There were **56** reports of missing juveniles in FY2011 compared to **92** in FY2010.

The Massachusetts Department of Children and Families operates several group-homes in the City of Beverly. These state-run facilities house and assist juveniles in need of services, and account for the majority of missing juvenile reports in our community.



SPECIAL EVENTS & ACHIEVEMENTS

Domestic Violence Victim Services Award



Police Memorial

Sunday



Special Olympics



ANIMAL SERVICES DEPARTMENT

Animal Services Officer- James A. Lindley
Assistant Animal Services Officer- John Manganaro

Miles Patrolled: 6,185
Field Responses: 262
Phone Calls Received: 542

Enforcement

Citations Issued: 50
 16 Paid for: \$835
Citations Outstanding: 24
Citations Voided for Unlicensed Dogs Owner Moved: 10
Impound Fees Collected: \$340
Miscellaneous Revenue: \$57.60

Field Operation Summary

Complaint Actions Taken: 262
Complaints: 82
Warning Letters Issued: 5
Corrective Action Notice: 18
Order To Muzzle: 1
Requested Patrols: 3

Complaint Detail

Animal Running At Large: 11
Impound Loose Dogs: 5
Impound Loose Licensed Dogs: 9
Dogs Returned to Owners: 3
Dead Animals Retrieved: 2
Cats Impounded: 9
Dogs Surrendered: 2
Cats Surrendered: 2
Dogs Unclaimed: 3
Cats Unclaimed: 9
Barking Dogs: 15
Unlicensed Pet: 2
Vicious Animal: 1
Injured Domestic Animal: 2
Sick Domestic: 1
See Report: 5
Rabies Suspect: 3
Animals Tested For Rabies: 3 (All Negative For Rabies)
Injured Wildlife: 5

Animal Neglect: 62
Nuisance Wildlife: 3
Dog Fight: 3
Dog In Vehicle: 3

Animal Quarantines

Bites to Human:
 1 Skunk
 1 Bat
 13 Dogs
Bites to Other Animal: 1
45-Day Quarantine: 5 Cats
6-Month Quarantine: 5 Cats
10-Day Quarantine: 12 Dogs

License Summary

Licensed Dogs: 3,299
Licensed Fees Collected: \$4,4240
Total Revenues Collected Regarding Animals: \$45,570.60

HARBORMASTER

Harbormaster - Daniel G. McPherson

Deputy Harbormaster - Michael R. Henebury

Assistant Harbormasters - Ten part-time seasonal employees

The Beverly Harbor Department consists of two full-time employees and ten part time seasonal employees.

Beverly harbor is active year round with diverse marine related activities. Commercial fishing still plays a vital role in the harbor and local community. Nearly one thousand recreational boaters enjoy Beverly as their hailing port each year. Beverly Harbor offers a variety of services including transient services for domestic and foreign flagged vessels, pump-out facilities, transient moorings, rental slips, fuel and marine store services, hauling capabilities and various marine related services.

The Beverly Harbormaster's Department oversees 12.5 miles of coastline, including waters in the Danvers and Bass Rivers. These waters also include the water surrounding Great Misery Island, Little Misery Island, and Bakers Island. The Harbormaster's area of response extends off shore past these islands and within the local harbor and rivers. The Harbormaster handles all permits for vessels moored in city waters, tied at slips or seasonally rack stored on waterfront property with launching capacity. Harbor and mooring regulations were created to ensure safe navigation within the community waterways. The Harbormaster's Department also inspects private mooring systems to ensure issuance of and compliance with terms of city mooring permits. These regulation manuals are available at the Harbormaster's office. Specific objectives of the harbormaster department are to maintain a physical presence by patrolling the harbor and

waterfront areas. The Beverly Harbormaster's Department works to keep Beverly Harbor safe, by enforcing local and state boating laws and safety regulations. Harbormasters are also responsible for coordinating and assisting in medical aid, water rescues, and emergency evacuations. Members of the harbormaster department maintain certification in first responder and CPR as required in Chapter 111, Section 201 of Massachusetts General Laws in addition to other law enforcement and marine related skills and trainings. Harbormasters are the first line of defense and considered municipal guardians of the waterfront.

Typical daily operations include harbor management, mooring management, public education, and enforcement of state laws, statutes and regulations. Duties also include search and rescue operations as well as medical aid service. In such a wide range of duties, they must work closely with other departments in their community including Beverly Fire, Beverly Police, Civil Defense, Homeland Security as well as the Massachusetts Environmental Police and the United States Coast Guard.

The Harbormaster department provides assistance year round to commercial vessels as well as the many pleasure boats that use and enjoy Beverly waters throughout the year. In this past year the Harbormaster department has responded to over 250 calls for service and over 125 incidents ranging from medical assistance and law enforcement arrests, to sinking vessels with persons in the water.

Community events created and sponsored by this department include Santa's arrival to the Harbor Center via lobster boat and the Annual Homecoming Lobster Boat Races. The Harbormaster department also provides safety and security zones for permitted marine events including 4th of July and Homecoming fireworks displays. The community outreach of this department is to also provide boat safety education courses each spring in conjunction with the Massachusetts Environmental Police at the Jubilee Yacht club for the public free of charge.

Recently, the Harbormaster Department has used the proceeds from an environmental protection settlement, which resulted in the upgrading and installing transient moorings in the Great Misery Island area. These moorings are environmentally friendly and have helped an area with once deteriorated eelgrass beds to recover and flourish.

To date, this department has collected over \$85,000 in mooring/slip permits for over 650 boats. The Harbormaster has also taken over the billing and administrative functions for the municipal commercial and recreational marinas. The Harbormaster Department has collected over \$100,500 in recreational and commercial lease activity to date from these marinas. Other fees collected total \$8,000 for dinghy and miscellaneous storage.

DEPARTMENT OF PUBLIC SERVICES

Commissioner of Public Services and Engineering -- Michael P. Collins, P.E.

The last year has been a busy and productive one for the Department of Public Services. We successfully completed the consolidation of the school maintenance function within the newly created Public Schools Division of the Department. The new high school was occupied by the students and staff and the waterfront marina was totally reconstructed.

The larger projects mentioned above represent some of the major construction projects we manage on a daily basis but by no means are they all we do. The seven divisions of this department work cooperatively to complete day-to-day tasks that allow the City to function. Each division is made up of hard working professionals in their respective trades that are dedicated to a common purpose of ensuring the comfort and safety of our customers and just generally helping where we can.

We have put a few new pieces of equipment into operation this past year, which bolstered our aging fleet. We anticipate at least a few new pieces this coming year.

One major milestone was the completion of our Pavement Management System. We now have an accurate inventory of all streets and their condition. This tool allowed us to use current material prices to look into the future and determine what level of investment is required to make progress in the condition of our roads. What we know now is that it will take almost doubling what we now spend in order to start to quickly change the overall condition of our roads. We realize this is not likely to happen but I am optimistic that the Mayor will develop a plan to get us very close to that goal in the next few years.

Energy efficiency is a daily topic for all divisions. With the operation of the school facilities under our control we have spent many hours learning the intricacies of each building and trying to figure out ways to improve the efficiency of them. We have made some major upgrades to a few facilities by entirely replacing the energy management systems with modern controls. In other buildings we focused on reliability and scheduling of equipment to save energy. Many projects are planned for this year and our goal is a 20% reduction in energy usage across the board.

We will also see the new solar installation at the high school come on line this coming year. Having over 180 kW photovoltaic panels is predicted to save us tens of thousands of dollars each year.

The past year brought us a very tough winter, the creation of a new division for school maintenance and many other challenges. The staff of the various divisions handled them all with professionalism and got the job done in an efficient manner. I am proud of their work. Below are details describing some of the work performed this past year.

WATER DIVISION

The Division Foreman is headed by Mr. James Turcotte. He is assisted by, among others, Mr. Mark Theriault. Currently we have six (6) water division employees that oversee the operation and maintenance of the roughly 160 miles of water main and some 11,400-service connections. Additionally, we have a three-person crew that is responsible for the operation and maintenance of our main water pumping station and our 30 other drainage and sewage pumping stations.

Our yearly hydrant-flushing program is currently ahead of schedule with approximately 123 hydrants left to flush. There are over 1400 hydrants that receive an extensive annual inspection that allows us to identify problems with the hydrant so we can take appropriate action on replacing or repairing.

The Department has built and maintains the irrigation supplies and bubblers in the City's 22 parks and ball fields along with the water systems within the cemeteries. This includes winterizing the parks and cemeteries and again in the spring energizing them for use.

During the year we located and repaired 20 leaks during our annual leak detection program. In all we repaired 111 leaks of varying severity.

A total of 109 hydrants were repaired or replaced and 3 new hydrants were added to the system.

We continue to build our GIS system, which accurately tracks all of our information such as location, size, type and age of water main. It is an invaluable tool.

Four important main replacement projects were completed this year. The old 2-inch main on Ober Lane, which was 100-year-old iron pipe, was replaced with 2-inch main polyethylene, which allowed more volume of water to those residences. We also completed an installation of 170 feet of new 6-inch main on Kernwood heights, which eliminated two dead-end mains. A loop to Bridge Street was created by this additional main and a hydrant was added at the top of the hill. We replaced 360 feet of an existing 6" main with 12" ductile iron pipe on Dane St. We replaced 300 ft of main at the Beverly High School.

This was the year for our Sanitary Survey by MassDEP. The results of the survey showed that we continue to operate at the highest level of service.

At this year's Touch-A-Truck event we took the opportunity to promote water conservation to the community by handing out aerators and other water saving devices.

The division also assisted in the installation of the new Cove Playground and the Centerville School Playground.

We created 2 temporary parking lots at Beverly High School to accommodate the Faculty & Students during the construction and demo of the Beverly High School and also installed 500 ft of temporary sidewalk.

The Cross Connection Control program (CCCP) has a new subcontractor, Weston and Sampson, testing the devices. We now have new software, which enables us to track testing and payments more accurately.

The Division also responds to hundreds of calls each year to assist plumbers and contractors or investigate low water pressure calls.

Proposed Projects:

Replacement of 1,140 ft of water main on Arlington Ave.

Reconstruction of the Prides pump station

Replacement of the water main on Connolly Place

Upgrading the water meter system

Our goal for the coming year is to continue replacing some of our aging mains and to start improvements to the system overall as outlined in our soon to be completed Master Plan.

FORESTRY AND GROUNDS DIVISION

The goal of the Forestry department is to plant, protect and maintain all the public shade trees. Each employee in the department is certified and adheres to current standards. The department recognizes the importance of a stable and sustainable urban forest and strives to educate the public and preserve that valuable resource.

The Forestry staff is assigned to inspect and prune City trees daily. Maintenance to the trees is predominately in response to a resident request. These requests address individual site problems that include trimming, removal, and general information. Older trees are also routinely inspected and trimmed to ensure long-term health and safety of the trees. Hazard tree evaluations are also conducted on an ongoing

The Arbor Day Foundation named Beverly Tree City USA for the tenth year. This recognition is to honor the city's commitment to tree care.

Parks and forestry personnel continue with ongoing work safety programs and attend various training and educational seminars which are required to maintain all certifications.

There were no significant storms in 2011 that impacted trees in Beverly.

The following are projects and programs that were completed:

- Dix Park project completed.
- Carry in/carry out program instituted at Lynch Park
- Synthetic Field to be constructed at the high school.
- More maintenance involvement at the schools including weed/brush removal and tree trimming.
- Winter moth caterpillars were more evident this year, mainly in the North Beverly area.

Trees planted under FY Chapter 90 Procurement are located at the following locations:

- Kernwood Avenue
- Hillside Avenue
- Clifton Avenue
- Tremont Street
- Atlantic Avenue

FLEET MANAGEMENT DIVISION

Mr. Frank Alleruzzo is the Division foreman and an ASE Certified Master Mechanic. He has a compliment of four well-trained mechanics that perform maintenance on all equipment in the City except fire trucks and school buses. The Fleet Maintenance Division is also responsible for the fuel depot which services all of the city's vehicles and roughly thirty (30) emergency generators throughout the city. Recently the Fleet Maintenance Division has taken responsibility for the school department building and grounds, vehicle and equipment maintenance. These tasks require keeping track of maintenance intervals on hundreds of pieces of equipment from the most basic jackhammer to the newest police cruisers. It is these employees that must fix and rebuild, which includes bodywork and paint, to our aging fleet which keeps the rest of the organization functioning. During the upcoming year we will be replacing some of our oldest equipment with some sorely needed new pieces thanks to a recent budget appropriation.

It cannot be said enough how difficult it is to be flexible enough to work on the newest computer controlled vehicle with multiplexed wiring one minute and welding a broken backhoe the next. There is no end to the repairs as even the newest equipment breaks down and the ever tightening environmental controls make the newer equipment much more costly and complex to repair. All heavy trucks must now be Mass DOT inspected, which can also be costly and challenging to keep 20+ year old vehicles working and safe.

It is difficult to quantify the tasks accomplished by this division in any meaningful way. Suffice it to say they keep us running with a massive fleet of varied equipment and that speaks volumes in and of itself.

A new maintenance facility will be one of the City's top goals in coming years. The existing building is too small and lacks basic safety features found in modern buildings. The building was built in the 1930's to maintain the equipment common at that time. Today's trucks are much bigger and we have many more of them.

MAINTENANCE DIVISION

The Building and Maintenance Division is lead by Mr. Michael Bouchard. Currently there are 2 employees tending to the various responsibilities of the division. These responsibilities include maintaining all street signs and traffic markings, guardrails, parks and playground equipment, as well as a variety of maintenance and repair tasks on the City's roughly 50 buildings.

Our day-to-day maintenance of the buildings helps us to identify the more significant capital needs like the replacement of roofs or the pointing of masonry. Attention to detail has always been our strong suit. That detail has led us to be able to keep buildings more comfortable with less energy, which is a very important goal for us as a City.

Some of our accomplishments are listed below.

- Replaced damaged portions of Gazebo on Commons
- Replace roof, windows and door at Obear Park
- Boilers in all municipal buildings cleaned and brought to code for winter
- Various repairs at Hannah School
- Paint all school parking lots
- Line paint streets City wide
- Repair street signage
- Demolition of Harbor Master's Building
- Continued Harbor front repairs
- Repair Lynch Park recreation building
- Improvements at Dix Park
- Inspection of the sprinkler systems at Senior Center and Library
- Repair collapsed roof at Briscoe School
- Removal of road posts city wide
- Repair steam leaks at Beverly Golf and Tennis

HIGHWAY DIVISION

Mr. Paul Ruggiero is the Foreman of the Highway Division. The division consists of eight employees that perform the basic municipal operations of paving, pothole repairs, street sweeping, beach cleaning, and trash collection (parks, beaches, and downtown.) In the winter months the department is responsible for sanding, salting, and snow removal of all City streets and parking lots as well as over 35 miles of sidewalk.

The Highway Division also operates and maintains the City's sewerage system and drainage system. Sidewalk repairs to asphalt and concrete sidewalks throughout the City are performed to eliminate trip hazards and make the City more accessible.

The Highway Division oversees a variety of outside contractors hired by the City. These duties mainly relate to paving pre-approved streets. Also involved in paving are traffic safety, setup, inspection, and disposal of all outdated structures.

The Highway Division also responds to resident requests such as sidewalk repairs, sewer plugs, catch basin cleaning, flooding and other emergency issues.

Roads undergoing construction under the FY Chapter 90 Procurement are as follows:

Drainage

Dane Street (Hale Street to Lothrop Street)
Sohier Road (Herrick Street to Tozer Road)

Concrete sidewalks

Sohier Road (Herrick Street to Tozer Road)
Kernwood Avenue (Bridge Street to Leech Street)
253- 273 Cabot Street

Brick sidewalk

Pickett Street (Cabot Street to Baker Avenue)

Hot mix asphalt

Chase Street (West Dane to Elliott Street)
Cliff Street
Colon Street (Cabot Street to Heather Street)
Dane Street (Hale Street to Lothrop Street)
Essex Street (Newbury Street to Lakeshore)
Galloupe Avenue
Hart Street (Grapevine Rd to Preston Place)
Herrick Street Ext (Brimbal Ave to Westerly Road)
Mechanic Street
Pickett Street
Roundy Street (Cabot Street to Park Street)
Sohier Road (Herrick Street to Reservoir Road)

Concrete sidewalks

Cliff Street (Linden Avenue to Porter Street)
Colon Street (Cabot Street to Heather Street)
Dane Street (Hale Street to Lothrop Street)
Dix Way
Sohier Road (Herrick Street to Tozer Road)

All Chapter 90 construction was completed in compliance with ADA standards regarding handicap accessibility.

This department is extremely short-handed, but these eight men are hard working, efficient, and professional. They remain available to respond to emergencies 24 hours a day. We hope to improve performance by obtaining construction certifications and other continuing education courses. Worker safety is always foremost in our daily tasks.

ENGINEERING DIVISION

GENERAL

- **Personnel**

Fiscal Year 2011 brought some changes to the way the Engineering Department has looked in the past few years. After working for the past 3 years in a part-time basis, Frank Killilea has fully retired. The Assistant City Engineer, Eric Barber, has been promoted to the full-time position of City Engineer. He works under the direction of Michael Collins and will oversee the daily operations of the Engineering Division.

Current Division employees are as follows:

Eric Barber – City Engineer
Mary Sullivan – Senior Clerk
Peter Seamans – Project Coordinator
Robin Levesque – Senior Engineering Aid
Roland Adams – GIS Coordinator
Sean Ciancarelli – Staff Engineer

The Engineering Division continues to utilize interns to provide additional services. Robert Ditty and Jeffery Lapointe have been very helpful and a great asset to the Engineering Division, providing hours of scanning and data entry into the Electronic File Cabinet.

Jeffery joined the Division as part of a “First Jobs” work program that started as an 8 week, all expenses paid, employment opportunity. Jeffrey performed extremely well so the Division kept him on to continue his efforts in digitizing our cemetery records. He is still in the process of performing this work.

Robert is a Civil Engineering student who was hired on a temporary basis. He has completed dozens of hours of scanning and database entry to our Electronic File Cabinet. He expects to return to school in the Fall to continue working towards his degree.

- **Municipal Parking Lot Reconstruction**

The Engineering Division oversaw the reconstruction of the four municipal parking lots that the City owns. These include the Pond St, Pond/Chapman, Hale/Briscoe, and Washington/Franklin parking lots. This contract was driven by the Planning Department, however the Engineering Division performed inspectional/quality control services. Our engineers provided the bulk of the inspections during the construction phase and coordinated with the contractor and acted as the liaison between the City and residents/businesses. The general contractor, IW Harding, performed very well and completed the project almost a month earlier than originally anticipated. (Please see the Planning Dept report for additional details).

- **Golf Course Improvements**

Some much needed improvements were made at the Beverly Golf and Tennis Club. The Engineering and Highway Divisions oversaw the reconstruction of almost 2 miles of cart path as well as the paving of three large areas in front of the maintenance building, pro shop and club house. Additionally, three tee boxes were added and also some areas of berm to protect the tees and greens. The contract was for approximately \$325,000 and the work was performed by EJ Paving who was the low-bid contractor.

- **Chapter 90 Paving**

The FY11 Chapter 90 paving project, as accepted by the state, includes the following streets:

- Colon St – Sohier to Heather
- Dane St – Hale to Lothrop
- Essex St – Bertram to Lakeshore
- Essex St – Sidewalk from Evelyn to State
- Garden St – Woodland to End
- Pickett St – Cabot to Baker

Also, the City is increasing its efforts in “Crack Sealing” streets that are in relatively newer condition. Crack sealing is reasonably inexpensive and uses an emulsion tack that is laid into all of the cracks on a given street. This sealant should help to reduce additional cracking due to water penetrating the crack and heaving during the winter months.

The FY11 Chapter 90 paving project includes the following streets to be Crack Sealed:

- Brimbal Ave
- Budleigh Ave
- Conant St
- County Way
- Elliott St
- Laurel St
- McKay St

- **Pavement Maintenance Program**

The Engineering Division maintains a new program to aid in the planning of paving projects. With the help of consultant firms BETA Group and Applied Geographics, the City has developed a system that evaluates the current road conditions from intersection to intersection and gives that piece of road a unique rating called the “Road Surface Rating”(RSR). Using the RSR, we can now more accurately determine which roads are in the worst/best condition using data instead of using opinions or judgment. The end result of all of this data reveals that the City has a backlog of approximately \$24 million in order to get our City streets in a state of “Defer Maintenance”, or in other words a high quality road surface. At this point, the average RSR for Beverly streets is 70, which so happens to be the approximate average for most of the surrounding communities as well.

Beyond using this tool for determining which roads will get paved, it can be used for “One-Click” estimating. Applied Geographics created polygons of road and sidewalk sections which have been brought into our GIS software. Unit prices have been associated with these areas in order to allow us to simply click on a polygon, therefore calculating the cost for reconstructing that area. This system will significantly reduce estimating time, as we have had to make field measurements in the past. Now, reasonably accurate estimates can be made in a matter of seconds right from our desk.

- **Trench Repairs**

Understanding the difficulty in maintaining our roads, the Engineering Division, in conjunction with the Highway Division, has tightened up its regulations regarding trench repairs. Because the City streets are in such disrepair, a close evaluation has been made. This evaluation has further emphasized the importance of suitable trench repairs to be made on utility excavations. Currently, the standard trench repair requires a minimum 6 foot grind and overlay to be made upon the completion of utility work. Larger disturbances require curb-to-curb grind and overlay to be made. This repair technique has significantly improved the quality of our roads, and more importantly has reduced the degradation that we have seen over the past decades.

- **Bobcat Grinder**

In an effort to further improve the quality of our City streets, the Highway Division has experimented with the use of a Bobcat driven grinder to address tough pothole areas. Traditional repairs would have included stuffing potholes with hot mix asphalt. This new repair includes grinding out the entire pothole ridden area with a 24” grinder, and then repaving the area with fresh mix. This repair has proven to significantly reduce any further attention to the affected area. We are currently pricing equivalent machines to utilize in our upcoming restoration efforts.

- **Cross Connection Control Program**

The City is required to maintain a “Cross Connection Control Program” to ensure that all backflow prevention devices are properly installed and functioning as designed. Beverly has 400+ devices and cannot practically perform all the duties necessary to maintain such a program, so Weston and Sampson was hired in November 2011 to carry out all essential duties. This contract brings some new technology to the table, allowing users to more effectively track device status.

As part of the program, identification tags were included on all backflow prevention devices to allow users to scan the attached barcode using an android device or iPhone. This scan calls up the appropriate device in the software, and in turn allows the user to update the relevant data. This data is synchronized with the City database that is stored within our server, allowing constant monitoring of the backflow program status. Because of the accuracy of this system, we have seen a significant increase in revenue and all potentially compromised devices are repaired in a timely fashion.

- **Electronic Database**

With the importance and usefulness of having quality data in our GIS system, FY11 has had major developments in a project that began in FY07. The Engineering Division has

continued to use the Ricoh 2400 that was purchased in Spring 2008 to scan drawings and manage files that come into the office. Original estimates were around \$35,000.00 to outsource the work required to convert the most regularly accessed drawings to electronic formats. To date approximately \$30,000.00 (since Jan 2009) has been spent on hired part-time help to perform the same services, with the direct oversight and quality control of the Engineering Division. Not only have we met the original goal that we set out complete, but we have begun the early stages of incorporating other departments City-wide.

Currently, the most regularly accessed drawings have been scanned, and a large portion of the older archives have been converted to electronic format as well. As of FY10 there were 7,400 plans entered into the electronic drawing database, which is the catalogue of records allowing one to find what plans exist on file. FY11 shows a total of 9,300 records for an increase of almost 2000 plans entered into the database this year alone.

In FY10, there was a total of 28,000 records in the electronic file cabinet. In FY11 there are over 70,000 records in the file cabinet. Every day shows significant improvement in our system. The numbers displayed here are proof of that alone. The next fiscal year will see continued data entry into the archive, addition of electronic files, and continued efforts to bring a similar data management system to other departments throughout the City.

The Engineering Division recently purchased a software package called eDrawer. This software will soon contain all the data described above, and will allow the user to access any of the data in a matter of seconds, cross-referenced, and in a manageable order. We are waiting on a new version of the software before we fully implement it, however we have made the initial steps towards utilizing the system. The end result is a system that preserves these invaluable records forever and provides near instant access to them saving hundreds of man-hours each year.

- **Geographic Information System:**

This past year we continued to update the Utilities GIS—Water, Sanitary Sewer and Storm Sewer. The Storm Sewer GIS has been expanded to include natural features to develop an ability to trace how sections of “pipe” are inter-related with natural features like streams and wetlands. This is being completed for specific areas within the City.

We are in process of creating a Cemetery GIS. This will include a map of all the Cemetery lots that will look much like the parcel map. From a GIS perspective the project is about 75% complete.

FEMA has developed new FIRM (Flood Insurance Rate Map) maps for Cities and Towns in Essex County. We had expected these maps to be adopted by FEMA June/July 2011; however, FEMA has again delayed adoption until probably summer 2012.

FEMA’s National Flood Insurance Program (NFIP) Community Rating System (CRS) recognizes community efforts beyond those minimum standards by reducing flood insurance premiums for the community’s property owners. A City committee has been

formed and has met with representatives that manage the program. We are currently doing some things that would gain the City “credits”, but there are some additional programs the City can implement that would give us additional credits. Credits can be accumulated for 18 activities. A significant component of the CRS program is public outreach. We have developed our application based on data, maps and information derived from the new FEMA Flood Maps. Because adoption of the new flood maps has been delayed we have delayed our application until fall 2012. We believe we have good chance of achieving sufficient “Credit Points” to result in a 10% discount to property owners with NFIP insurance.

The US Environmental Protection Agency (EPA) issued last January its draft North Coastal Small Municipal Separate Storm System General Permit (MS4 permit) requirements for comment. EPA expects the new permits to be issued late 2011. The draft permit includes many requirements that are not achievable and would place severe funding pressure on the City to implement. One example is sampling all outfalls that discharge to waters of the United States in the 5-year period of the permit (25% of the outfalls per year commencing in the second year of the permit) acquiring both a dry weather and wet weather sampling. Timing to collect the samples will be extremely difficult and we have estimated the annual cost for just the laboratory test at \$24,110 per year (25% of estimated 257 outfalls draining to US Waterways at 2 samples per outfall). Additionally, would be the cost to collect the samples. There are many other provisions of this unfunded mandate that would be a problem both from a manpower and financial aspect to the City.

This past spring we applied for a FEMA Hazard Mitigation Grant for Chubb’s Brook Supplemental Stormwater Improvements. The grant request is for a total project cost of \$971,740 of which the City would have to match 25% or \$242,935 of the total cost. The Director of the Massachusetts Emergency Management Agency (MEMA) and the Commissioner of the Department of Conservation and Recreation (DCR) have advised us that the project has been recommended and forwarded to FEMA. FEMA is delaying final determination until our updated Hazard Mitigation Plan is accepted by FEMA and adopted by the City. We remain confident that the grant will be approved.

- **Website Improvements**
FY2011 saw some great improvements in our City website. Sliced Design (a Beverly company) was hired to revamp our website. The new version was rolled out and is primarily maintained by the Engineering Division. Eric and Sean have worked with many City employees to train them and to set up their user credentials. Improved website flexibility and visual attractiveness has made the website a go-to tool for residents and employees alike.
- **Contractor Licensing**
Contractors wishing to dig within the City of Beverly are required to become licensed. Licensing of a digging contractor requires letters of reference, current insurance certificate documentation, and a \$150.00 fee.
 - Licenses Issued in FY11: 36 for \$5,400.00

- **Permits**

Water/Sewer/Digging

A primary function of the Engineering Division is to issue permits related to utility construction. In FY11, there were 423 permits issued for a total dollar amount of \$44,900 (average: 35.3 permits per month or 8.1 permits per week). Inspections are made to ensure that the work performed was installed properly and all materials meet the City of Beverly standards. Eric Barber and Sean Ciancarelli provided these inspections. For water main installation and fire supplies the Engineering Division oversees high-pressure water tests to ensure that no leaks develop and that the system is properly disinfected. The office also oversees testing on sewer mains and drain lines, which require low-pressure air tests to determine that all connections were made properly. Vacuum testing on all newly installed manholes is required by the City of Beverly, which also needs to be inspected.

➤ Permits Sold in FY11:

Water: 52 for \$5,200.00 (average: 4.3 per month or 1.0 per week)

Sewer: 41 for \$4,100.00 (average: 3.4 per month or 0.8 per week)

Digging: 330 for \$35,600.00 (average: 27.5 per month or 6.3 per week)

Drainage Alteration/Erosion Control

Every building permit that is reviewed by the Engineering Division must be examined for any potential drainage changes as well as the erosion control measures that are to be implemented. These permits and regulations fall under the City's Stormwater Management and Construction Site Management Ordinance. According to the Drainage Alteration Ordinance, it is unlawful for any person or other legal owner of real property in the City to disturb the existing grade of land by more than two feet without first obtaining approval by the City Engineer. Therefore, a Drainage Alteration Permit must be filed with the Engineering Division if such a grade change is proposed. The fee associated with the Drainage Alteration Permit is \$50.

According to the Erosion and Sedimentation Control and Materials Management Ordinance, the City must guide, regulate and manage construction activities that render soil exposed and vulnerable to erosion by wind and water as well as containing and properly managing potential on-site pollutants including but not limited to oils, gasoline, pesticides, paints, garbage and sanitary wastes. Therefore, the Engineering Division must review erosion control permits for every project. There are three different types of Erosion Control Permits based on the area of the property being disturbed. There is no fee associated with the smaller sized projects (projects disturbing less than a quarter acre and projects disturbing less than one acre but more than a quarter acre). A fee of \$200 is associated with any project that disturbs more than one acre.

➤ Permits Sold in FY11:

Drainage Alteration: 1 for \$50.00

Erosion Control: 0 for \$0.00

Escrow

With each street opening, an assessment is made to determine how much of an Escrow Bond the contractor is required to provide. This bond ensures that all work is done in

compliance with City standards. This bond is returned to the contractor upon proper completion of the job, which includes paving the utility trenches. Currently there are 26 incomplete trench openings that require finish paving dating back to 2007. We are holding approximately \$42,500 in bonds that should be turned over to the City if the contractors are not going to perform the work.

- Escrow collected in FY11: \$28,000 for a total of \$42,500 and which may be refunded to the contractors

Water Demand Charges

For projects that require a new water service line or an upgrade from the current line, we charge a Water Demand Charge. This charge is assessed based on the size of the water line being installed into a building or property. It is representative of the “stress” on our water distribution system. Fees range based on the size of the line.

- Water Demand Charges collected in FY11: \$59,600

CRT Pickup

The City of Beverly provides CRT television and computer monitor pickup services through its trash and recycling contractor (JRM). JRM picks up CRT’s on the third Saturday of the month for residents who pay a \$20.00 fee and are placed on the list. All money collected for CRT pickup is paid to JRM to provide this service.

- CRT’s collected in FY11: 162 for \$3,240.00

Water Meter Sales

The Engineering Division sells meters to residents and contractors who have new buildings being constructed. The City of Beverly standardized on two manufacturers. For the most part, Badger meters are provided for residential installations, and Metron meters are provided for commercial/industrial applications. Meters vary in price depending on size and configuration.

- Water Meters sold in FY11: Meters for \$3,875

Maps and Plans

One of the services that we provide for our residents and other City departments is the creation of maps and plans. The sale of such plans ranges in price depending on what information is requested. In FY11 we significantly improved our ability to provide “Full Size” (24”x36”) GIS prints through the purchase of our HPT1200 color plotter. We have had very positive feedback about the quality of the information we are able to provide. With the heavy use of our online GIS by residents and business the sales of maps/plans has been greatly reduced, although we are not spending as much time developing plans.

- Maps/Plans sold in FY11: \$780.00

Fireflow/Pressure Tests

When fire flow/pressure tests are required, the Engineering Division charges \$250.00 for the test. We also hold a deposit of \$500.00 to ensure that we get the test results back from the contractor performing the work. Once we receive the results we return the deposit.

- Fire Flow/Pressure Tests performed in FY11: 19 for \$4,750.00

Taps

Contractors who are installing water services to buildings have two options when making the connection to the water main. They can either make the connection themselves, or they can pay a fee of \$250.00 to have our Water Division perform the work.

- Tap Fees paid in FY11: 2 for \$500.00

Trash/Recycling

The City serves 12,927 residential trash customers and 537 commercial accounts. The department continues to maintain the “trash fee” for senior citizen, hardship and 12,850 tons of trash were delivered to Wheelabrator Saugus for incineration, 362 tons less than in fiscal 2010. JRM reported 3,178 tons of recycled material collected during the fiscal year. The city also collected 258 appliances by appointment in the monthly “white goods” appliance pick-up. Also collected were 127 TV’s and CRT’s at a fee of \$20 each. Many people were referred to BEST BUY for their buy back program and we believe several hundred CRT’s were removed from the city via this program.

Of the 12,927 residential customers of the City’s trash service, 231 have complete relief from the annual fee and 110 enjoy a senior citizen discount. There are 537 commercial accounts, although we are not absolutely confident all commercial service recipients are accounted for. 179 accounts are assessed as “mixed use” customers: Commercial on the ground floor and residential units above. At any given time there are some 50 accounts receiving “vacancy waivers” for propertied vacant longer than six months.

Service complaints amount to three to four per day. Most relate to improper presentation of materials for collection, although we occasionally field calls about missed collection. Over all, the trash collection service functions well. Recycling rates are holding steady and will remain so unless the City embarks upon new initiatives to motive greater participation in the recycling collection program.

Cemetery

During the fiscal year 2011, the City sold 32 grave lots; 6 of these lots are limited to cremation interments. The City has created full interment lots in Central Cemetery using abandoned grass roadways. There is space for the creation of full interment lots at Beverly Farms Cemetery and Central Cemetery. North Beverly Cemetery has some double grave lots to sell. The remaining lots are available because they are the least desirable lots available. We believe that maximizing the use of our existing cemeteries economizes maintenance costs and allows the accumulation of revenues in the “Sale of

Lots Fund” to invest in improvements to the Cole Street Cemetery land, when that becomes necessary.

During fiscal year 2010, this department performed 159 interments. Of this number, 79 or 50%, were cremation burials. We have reason to believe that many are withholding interment of cremated remains and some of these will come to us later while others may be buried without our participation. Fourteen years ago, cremation interments were less than 10% of the City’s interment business. This trend has implications for the operation of City cemeteries as the revenue generated from cremation interments will not sustain our interment services contractor, who the City needs to be available for opening full interment graves. At the same time, demand for full interment cemetery lots is declining thereby making it possible to continue operation of only three active cemeteries. “Baby Boomers” are becoming a significant part of the business and families are beginning to use cemetery lots purchased after the “at-need” requirement was lifted in 1997.

One aspect of the services the City provides is the burial of indigent citizens. During the just completed period, the City provided no such graves. When space for this service has been exhausted at Central Cemetery, the plan is to create new “City Lots” at the Dodge’s Row Cemetery.

Cemetery fees have remained stable since 2006. The City’s Interment Services Contract suggests that opening fees for full body burials should be increased \$150 to \$200 to \$850 or \$900. Services for cremating burial can remain as can fees for foundation installation. The price of cemetery lots should be reviewed as well to keep current with surrounding municipal cemeteries.

For 115 years the City has maintained manual cemetery records to track cemetery lot owners, interments and maps and “lot cards”. In this system, a card misfiled is a card lost. During Fiscal Year 2011 the Engineering Department had interns to recreate these records in the City’s computer system. As of July 1, 2011, 9,500 cemetery lot-owners cards and 24,994 interment cards have been scanned into this system. All of these records have been “proofed” for accuracy. The next effort is to create a data base of these records so that the two files can be integrated. Our goal is to provide on-line access to our cemetery records which will be very helpful to families and genealogists while freeing efforts of office personnel for other tasks.

At the same time, we are creating GPS based maps of Beverly’s cemeteries. As of July 1, 2011, Beverly Farms and most of Central Cemetery have had GPS readings completed. These will be “over laid” onto existing cemetery maps. Our goal here is twofold. One, these maps can be made available on-line which will help people find the burial places of loved ones. The other significant benefit of this digitization of Beverly cemeteries will be helping us locate potential new burial lots, postponing the day the City will have to open Cole Street Cemetery.

PUBLIC SCHOOLS DIVISION

This brand new division is led by the newly hired Mr. Tim Howland. The staff of the department includes 25 custodian covering 9 school buildings and close to one million square feet of space.

It is the mission of the division to provide a safe and effective atmosphere for learning. It has been proven that classrooms that are well lit and have adequate fresh air provide a better learning environment. This translates directly into better test scores and teachers that can be more effective if they don't have to worry about building issues.

One of our basic goals of consolidation was to take the worry of facilities away from educators so that they could focus on their ever-growing responsibilities of teaching in a complicated world. To that end I believe we have been very effective.

The consolidation also provided the opportunity to use some of the highly skilled staff of the Public Services Department to perform repairs and maintenance functions that would have otherwise been performed by contractors. This has been very successful and we have saved tens of thousands of dollars along the way.

We have spent countless hours focusing on ways to reduce energy consumption in all schools. Some of the changes made are major such as replacing the entire energy management system at the Ayers Ryal Side School to replacing master clocks controlling the other schools heating and ventilation. Our goal is a 20% reduction in overall energy use and I believe we will achieve that within the next year or so.

Operating the schools is a great responsibility and we are very proud to have been trusted with this.