



# **CITY OF GLOUCESTER**

## **FISCAL YEAR 2015 ANNUAL REPORT**



City Hall  
Nine Dale Avenue  
Gloucester, MA 01930



TEL 978-281-9700  
FAX 978-281-9738  
stheken@gloucester-ma.gov

**CITY OF GLOUCESTER  
OFFICE OF THE MAYOR**

September 24, 2015

Dear Gloucester Citizens,

Gloucester's future is bright. As Gloucester's mayor, it is an honor and privilege to lead this great City as citizens and staff alike work toward strengthening our community. In the nine months since taking office, I've been amazed by the spirit, dedication and passion of our residents. Business leaders, community leaders and city employees - including principals, police officers, fire fighters, teachers and others - work hard every day to make our City a wonderful place to live, work, raise a family and visit.

In the Fiscal 2015 Gloucester Annual Report, you will see that this year the City has celebrated many significant successes and accomplishments. Gloucester is both a working city with unique cultural amenities, one-of-a-kind attractions and a proud history that draws visitors from across the region and beyond.

This year, we assembled and reinvigorated a strong team of administrators and staff who have been working hard every single day to make sure that the needs of Gloucester residents are met and that their expectations are exceeded. As I have said many times before, my administration is not about one single person but about moving Gloucester forward together.

Our City is fiscally strong. By soliciting input from all of the City's departments - including our schools, department of public works, public safety and community development divisions, among others - we were able to submit a balanced budget to the City Council. Our budget process was inclusive and the collaboration between my office and the City Council was clearly the best it has been in recent years. Additionally, we were awarded over two million dollars in new grants. This includes new clean energy grants for electric cars and an LED lighting grant for streetlights - initiatives that will save our City money and reduce our carbon footprint.

Just as important, we implemented a new financial policy to best utilize our City's free cash moving forward in ways that will improve the community and stop the reliance on one-time spending. Under this new initiative, 40 percent of certified free cash will go to a capital stabilization fund, 20 percent to a facilities maintenance fund, 10 percent to the rainy day fund and 30 percent will remain unreserved. This means that we will have the financial ability to maintain current infrastructure and to plan ahead for future needs.

This past year marked one of the best tourism seasons in recent history with Orbitz even naming Gloucester among the top 15 Labor Day travel destinations in the country. Our tourism funding initiative will provide tax revenue from hotel room stays to create new opportunities for local businesses and new opportunities to work together to promote this great city of ours to tourists everywhere.

Our waterfront remains the heart of our community and a source of pride and great potential. We continue to develop innovative methods to support the local fishing industry during this period of unparalleled challenges. For the first time in nearly two decades, the City participated in the New England Seafood Show, the largest seafood trade event in North America. Not only did a delegation of international companies visit Gloucester to tour local seafood facilities but we shared our knowledge of how to better promote local fish species that taste great and are abundant in our local waters. We even worked with Snapchef to perform a cooking demonstration using underutilized seafood species.

I'm pleased by the strength of Gloucester's arts community and it remains a focal point for our City. This year, we worked with the Arts Committee and the City Council to bring greater transparency and public input to the process of selecting and placing public art around the City. Now for the first time, a public hearing will occur prior to the placement of any public art in Gloucester.

The men and women who work for the City deserve a word of thanks for helping us to efficiently and effectively deal with the worst winter in memory. The weekly blizzards and devastating storms that hit during the month of February could have crippled Gloucester but by working long weekends with our emergency team and personnel we were able to manage multiple blizzards and keep our community working and moving forward.

The Annual Report is a snapshot of where we are in Gloucester, and the state of the City is sound. Looking ahead, we are poised to restore fiscal stability by taking a closer look at spending, substantially increase our tourism visits and dollars, take crucial steps to keep our world-renowned beaches safe and create jobs and taxes with the potential sale of the long-unused Fuller School property.

I am proud of our City and our residents. We listen to each other and work together. Our creativity and passion make Gloucester an exciting and wonderful place to live, work and visit. As always, my door is open. Please stop by and share any ideas, thoughts or concerns that you may have as we work to move Gloucester forward... together.

Sincerely,

Sefatia Romeo Theken  
Mayor



**VOLUNTEER APPLICATION**

Name: \_\_\_\_\_

Home address: \_\_\_\_\_

Phone: (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

Email: \_\_\_\_\_

Place of employment: \_\_\_\_\_ Job title: \_\_\_\_\_

Education: \_\_\_\_\_

\_\_\_\_\_

Work experience: \_\_\_\_\_

\_\_\_\_\_

Please indicate the level of volunteering you desire:

\_\_\_\_ City boards and commissions. *Please list (in order of preference) the boards or commissions on which you would be willing to serve:*

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

\_\_\_\_ Aid to City departments (e.g., Veterans, Library) **(SCHEDULED WITH STAFF)**

\_\_\_\_ Work with community organizations

*Please check area(s) of Interest:*

\_\_\_\_ *Arts*    \_\_\_\_ *Education*    \_\_\_\_ *Health*    \_\_\_\_ *Human Services*

\_\_\_\_ *Historical/Museum*    \_\_\_\_ *Youth*

\_\_\_\_ *Other* \_\_\_\_\_

\_\_\_\_ Volunteer for special events (e.g., downtown block party)

**Volunteers must abide by the same rules of conduct, ethical standards and confidentiality requirements that govern staff. Members of boards and commissions and volunteers in City departments must not discuss, advocate or vote on any matter in which they may have a conflict of interest.**

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Letter from the City Council  
September 24, 2015

The City Council's duties include:

- Serving as the City's legislative body;
- Acting on land use permit applications;
- Enacting the annual operating budget for the city;
- Approving any proposals for the City to incur debt;
- Reviewing and confirming department head and board and commission nominees; and,
- Overseeing periodic management audits of the City's operating units.

Within this framework, the Council completed an aggressive agenda of issues in 2014-2015:

- Development/ Infrastructure
  - Fuller Site – The council approved the sale of the Fuller School site and, working with the administration, crafted a Request for Proposals from developers for the site. It is hoped that development of the site will eventually broaden our jobs and tax base.
  - Mortillaro TIF – The Council approved Tax Increment Financing for Mortillaro Lobster Co. in the Fort. Helping bring new jobs to the city and rebuild shoreside infrastructure in our core fishing and fish processing industry.
  - Wireless service – The Council approved a new cell tower for Concord Street in West Gloucester, bringing better service to an underserved part of the city.
  - Thatcher Road condominiums – The council approved construction of six new condominium units at the former Amelia's restaurant site on Thatcher Road.
  - Infrastructure improvements – The Council approved borrowing \$10.9 million to finance infrastructure improvements, including Combined Sewer Overflow remediation, water system improvements and repairs to the building and technology infrastructure at Gloucester High School.
- General government
  - FY16 Budget – Despite challenges posed by rising health care costs and a significant cost overrun caused by the extraordinary winter of 2015, the Council approved a balanced budget of \$117,119,005 in total spending for Fiscal Year 2016.
  - Election of an interim mayor – The Council elected Sefatia Romeo Theken to be interim mayor, filling out the unexpired term of Carolyn Kirk, who resigned in January to take a job in state government.
- Community
  - Honoring Contributors to our City – The Council authorized the Linzee Coolidge Award for Public Service and the Abdullah Khambaty Award for outstanding contributions to the Civic and Cultural Life of Our City and paid tribute to longtime Ward 4 Councilor and Council President Jacqueline A. Hardy by naming the Council dais in her honor.
  - Public awareness – The Council held forums in January on the future of the fisheries and in May on the problem of substance abuse. At the May forum, the chief of police announced the "Angel" program to help persons fighting substance abuse get treatment. That program has to date found treatment options for more than 150 persons.
  - Community Preservation Act – The Council approved \$421,679 in Community Preservation Act grants for such diverse organizations as the Magnolia Library and Community Center, the Rocky Neck Art Colony, the Gloucester Writer's Center, Beauport, Cape Ann Museum, Holy Family Parish, Burnham's Field, Essex County Greenbelt, the Cape Ann Museum, Oak Grove Cemetery and Mattos Field.

The Council is grateful for the support it has received from City staff and from citizens who have worked with it to inform our deliberations and identify the City's many needs.



# The Gloucester Public Schools

*Our mission is for all students to be successful, engaged, lifelong learners*

2 Blackburn Dr.  
Gloucester, MA 01930

Phone: (978) 281-9833/Fax: (978) 281-9899

---

September 11, 2015

## Annual Report to the City of Gloucester

School opened for the 2014-15 school year on Tuesday, September 2, and we began by conducting a full Professional Development Day. This was unusual to hold a professional development day prior to the school year, but we did so due to the implementation of our new Mathematics program, *Math in Focus*, along with our need to keep talking about to the relatively new Educator Evaluation system. Our traditional series of staff meetings followed on Wednesday, September 3. The first day of school for students was Thursday, September 4, and school was in session that first week on Thursday and Friday. Preschool and Kindergarten begins on Monday, September 8.

The 2014-15 school year was an exciting time for the district, and we can begin with the West Parish Elementary School project. The existing West Parish building was closed at the end of the 2013-14 school year, and demolition of the building was completed by early September. A groundbreaking ceremony was held in September just prior to the laying of the new school's foundation. To date, construction has continued unabated, despite the difficult winter, and the building is now approximately 50% complete. Reports from the Owners Project Manager (OPM) indicate that construction is completely on schedule and at or under budget.

The West Parish Elementary School has successfully occupied what was formerly the St. Ann's School on Prospect Street. Renovation had been ongoing in the spring of 2014, and the building was ready to house Grades K-4. Grade 5 was moved to the O'Maley Innovation Middle School. Open Houses were held for parents and students prior to the opening of school at both the St. Ann's site as well as at O'Maley. By virtually all accounts, this has been a smooth transition for a school that has now had an opportunity to take advantage of the temporary move to a central location in Gloucester. The new West Parish is scheduled to open in September 2016.

Moving to the other schools, Gloucester High School launched a number of new classes and programs, along with a couple of continuing programs that were new and successful in the prior year. The dual enrollment/early college credit program for students at Gloucester High School entered its second year in 2014-15. We had a class of juniors (Class of 2016) and a class of sophomores (Class of 2017) who were enrolled in the program. (Sophomores, juniors, and seniors will all have cohorts beginning with the 2015-16 school year.) Both the sophomore and junior cohorts will have the opportunity to earn as many as 15 college credits while completing their high school requirements. Juniors will be taking a

College Writing Seminar and an Introduction to International Studies. Sophomores take a course called Academic Inquiry.

The high school added to its Advanced Placement offerings a new AP Psychology course, bringing the total number of AP courses to ten. A new interdisciplinary class (English and Business Education) called Media and Publications was introduced as well. Students in the course were responsible for producing the yearbook and the school newspaper on a regular and frequent basis. A new Personal Finance class (Business Education), a semester elective, began in the fall, as did Yoga for the Body and Mind, a new elective in Health & Wellness.

For the first time in years, the high school offered a new Theatre Arts program. Semester classes were available in Acting and Advanced Performance, Playwriting and Directing, and in Musical Theatre and Technical Theatre. We are very excited at the prospect of expanding our theater arts offerings and in continuing the work in this area at the middle school.

Other new opportunities for students in 2014-15 included the following: an Electrical Technology Program infusing solar and alternative energy sources into the curriculum; a 3D printer integration incorporating a design and innovation focus to the Engineering and Technology program; a continuing Robotics Program, Computer Assisted Design, and Machine Technology. The Machine Technology Program benefitted significantly from the influx of industry standard level equipment acquired as a result of the consolidation of Essex Aggie and North Shore Tech into one vocational school. The Automotive and Culinary Program also received equipment.

Last, Gloucester U. began its second year as an option for students. Gloucester U. is a grant-funded program that enables students to get involved in a host of after-school and learning extension opportunities. 2014-15 was the second year of a three-year grant that was developed by the school district working closely with the Gloucester Education Foundation.

At the O'Maley Innovation Middle School, of course, we continued our development as an innovation school. The innovation school concept was developed by the state Board of Education in an attempt to provide some schools with more "autonomy and flexibility" which could lead to more creative ideas in the classroom. For us, this translates into initiatives such as "project-based learning," which we have continued to emphasize as the means for continuing to increase student engagement in their work. Project-based learning is designed to simulate real-life experiences as a fundamental part of student learning. Through project-based learning, we have also been seeking to create a learning environment that is more interdisciplinary so that the different subjects find ways of supporting and reinforcing learning across the content areas.

One of the more exciting initiatives that took place in the district was the beginning of a 1:1 digital environment. In late August 2014, we provided every eighth grader with a computer, a Chromebook. Recognizing today's access to information and the skills that our students will require for both college and careers, we are now positioned to begin integrating the use of technology into our daily instruction. Grade 9 was equipped with Chromebooks, as well, but those Chromebooks were shared among classrooms, on carts, this past year. In 2015-16, both Grades 8 and 9 students will be outfitted with individual computers.

In other news coming from the middle school, there is a school-wide adoption of the "Word Generation" program that is intended to assist our writing initiative through an increase in focus on vocabulary. Each week, five new vocabulary words are introduced in each subject area (the same five words). In keeping with our interdisciplinary thread, the subject areas are reinforcing each other's work this way.

Some other items new to the middle school in 2014-15 include a partnership with local artists who bring their work to the classrooms, a partnership with the agency Backyard Growers to develop a garden, and the incorporation in Grade 6 of gardening as part of an interdisciplinary unit. Last, O'Maley hosted its second field trip to Washington, DC. This excursion to Washington has been a great success.

The 2014-15 school year was a very active time at the elementary level, as well. The elementary schools maintained their partnership with the Bay State Reading Institute (BSRI). This partnership is predicated on continually finding ways to strengthen our literacy program through the integration of our current best practices with research-based methods, which we will be guided toward by BSRI. Simultaneously, the Literacy Committee and the schools' Reading Coaches have been developing district-wide expectations for the purpose of clearly laying out (i.e., codifying) the principles that are the guidelines of the district's literacy program across all elementary schools.

A highly notable initiative this past school year was the adoption of a new math program (as mentioned above). The adoption procedure was a deliberate, thoughtful and democratic process, which was teacher driven and teacher led. The 2014-15 school year was the first year of the program's implementation.

In a similar regard, a new standards-based report card was developed for the elementary schools, as well. This type of report card offers a more diagnostic, individualized report on each of our children and hopefully can reduce the normal variance that occurs between different grades. It will also strengthen our understanding and integration of the standards into our curriculum and instruction.

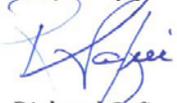
This recently-passed summer, we commissioned an elementary Writing Committee consisting of teachers and BSRI consultants. This committee's work is modeled on the Math Committee's adoption procedures. It is teacher led, with BSRI providing resources as they establish both short- and long-term proposals regarding our writing program. The committee has called for the adoption of a program entitled *Empowering Writers* to be implemented in 2015-16.

In terms of personnel, there have been a number of changes. In the spring, we hired a new principal, Amy Pasquarello, to head the East Gloucester Elementary School. There were a number of staff changes this summer, as well. We have a new Director of Finance and Operations, Tom Lafleur. We have added a K-8 Literacy Coordinator/Title I Director in the person of Dr. Shana Goldwyn. And, last, the district has a new Assistant Superintendent of Curriculum, Instruction and Assessment, Dr. Arthur Unobskey. These individuals, of course, began their work for the 2015-16 school year.

The 2014-15 school year proved to be an exciting and challenging one. The district integrated the new Common Core Standards, developed curriculum maps, created common assessments, and sought to apply the use of the new evaluation system as a tool for promoting professional growth for all, educator and administrator alike. All of our efforts in these areas, however, remained student centered, first and foremost. The work mentioned above is the means to an end, an end that continually makes us work smarter. The work reaffirms our commitment to strong Literacy and Math programs. Along with Science and History, and Art and Music, Health and Wellness, etc., the essential goal of the district is to have our students engage in daily critical thinking, problem solving, and inquiry-oriented experiences which develop each child's capacity for understanding and expression.

Most important, we considered the 2014-15 school year to have represented a continuing step in each child's intellectual, social, and emotional growth. That growth is our focus, our center of attention, and our primary mission.

Very truly yours,



Richard Safier  
Superintendent



**GLOUCESTER POLICE DEPARTMENT**  
**Office of the Chief of Police**  
**197 Main Street**  
**Gloucester, MA 01930**

Chief Leonard Campanello  
(978)281-9775

**September 15, 2015**

**TO: Mayor Theken**

**FROM: Chief Leonard Campanello**

**RE: Annual Report Summary**

In Fiscal 2015, the Gloucester Police Department remained committed to expanding its services in the spirit of community and collaborative policing. In doing so, we also accomplished the goal of working well within our allotted budget. The Police Department recognizes its importance not only to protecting and ensuring the public safety of the City and all her residents, but in allowing for and participating in the economic viability of the City by maintaining an open dialogue and properly communicating the wishes of the community through the services we provide.

While maintaining fiscal responsibility, the Police Department was able to hire 7 new officers, the first to be placed through our new, rigorous background investigation and hiring process. This resulted in Gloucester receiving the best new recruits possible. This was proven out in the Academy when 5 of the 7 were either given positions of leadership or demonstrated top of the class achievements. All 7 finished the Academy in the top third of their class.

Gloucester Police hired a second animal control officer after the City Council enacted new ordinance based on the wishes of the community to see a more dog friendly atmosphere for responsible dog owners, and more accountability of those who are less responsible with their animals. This has resulted in increased communication between the animal control office and the public, increased awareness of the importance of registering canines, and increased enforcement of those who refuse to adhere to the new ordinances that were created to allow a less restrictive atmosphere for responsible dog owners, while maintaining the public safety and health of the City.

The Gloucester Police placed a full time Domestic Violence Officer into the ranks as well, allowing a victimized segment of our residents to have a dedicated advocate and voice from their police department. The Domestic Violence Officer has built relationships with local domestic violence advocacy groups, including HAWC, the Domestic Violence Coalition of Gloucester, and the Rape Crisis Center of the North

Shore. I am very pleased to report that this has also resulted in the formation of a Batterers Program here in the City that addresses both sides of domestic violence.

Perhaps our most public reflection of the community began with the formation of the Gloucester Initiative and Angel Program, a program specifically designed to develop trust between police and a demographic of the City that suffers from the disease of addiction, to facilitate treatment for these individuals by offering treatment instead of handcuffs, and to further reflect the Gloucester Police Departments commitment to being a direct conduit of the public in terms of policing and law enforcement policy. This program has garnered international attention and has brought the City into the forefront of compassionate policing. An idea that will change the conversation of addiction for the nation. We believe that this program is at least partially responsible for the influx of visitors to the City in the summer months, as people from around the country want to see the City that has become a beacon for this disease. Additionally, we are leading the country in the conversation on building bridges between the police and marginalized demographics, which could lead to a reduction in police/public tension. Preliminarily, as we enter FY2016, we are reviewing statistics that indicate a percentage drop in crime related to addiction.

The Gloucester Department continues to keep pace with providing safe equipment and vehicles to our officers and hopes the City will support a capital plan that allows that to continue in the future. As we see an increase in calls for service and persons visiting and moving to the City, the current number of officers will not be able to sustain the influx of calls for service that this results. We are up from the 16,000 calls for service last reports by Chief Mike Lane in 2009 to nearly 20,000 calls in the past fiscal year, while maintaining the same or fewer numbers of officers.. As we saw this summer, traffic problems abound, more and more festivals and events tap into our resources, and our officers work extremely long hours which is counterproductive to public safety. The future needs of the police department will be 10-12 additional officers, a commitment to the infrastructure and equipment that we rely on daily, and a contract which reflects the incredibly hard work and innovation the patrol and staff have demonstrated in the past three years.

Thank you for this opportunity to present a summary for the Annual Report.

**Respectfully,**

**Leonard Campanello**  
*Chief of Police*



CITY OF GLOUCESTER FIRE DEPARTMENT  
8 SCHOOL ST.  
GLOUCESTER, MA 01930  
978-281-9760



## **Administrative Report - Gloucester Fire Department**

### **Fiscal Year 2015**

#### **Community**

The Gloucester Fire Department is a career based full service municipal Fire Department serving the City of Gloucester Massachusetts. The community population according to the 2014 Census Bureau estimate is 29,626 full time residents with summer swells estimated at nearly 50,000 during major events and great beach weather. The geography provides a total area of 41.5 square miles of which 26.2 square miles are land and 15.3 are water covered at high tide. The Annisquam River separates the “island” from the “mainland” with access limited to 1 fixed bridge (A. Piatt Andrew, Rte 128), 1 draw bridge (Blynman Canal Drawbridge), Commuter Rail draw bridge and numerous landings, docks and piers both in the Harbor and scattered around the island. This geography creates serious challenges to meeting NFPA response times for Fire and EMS emergency calls for service.

#### **Department**

The Department is comprised of 76 uniformed and 3 civilian employees (see the attached Organizational Chart) operating out of 4 Fire Stations. The stations are geographically positioned throughout the community at the following addresses;

- Head Quarters - 8 School St.
- West Gloucester - 33 Concord St.
- Bay View - 891 Washington St.
- Magnolia - 30 Fuller St.

The Department currently operates on a daily basis 4 Engines, 1 Ladder Truck, 2 Rescue Squads and 1 Command Car. In reserve are 2 Engines, 1 Ladder and 2 Rescue Squads. Additional vehicles include 3 Administrative Cars, 1 Aluminum boat and 1 Zodiac raft.

#### **Mission**

The mission of the Gloucester Fire Department is to protect life, property and the environment by providing prompt and professional fire protection, fire prevention, EMS and public education services to the citizens and businesses of our community.



CITY OF GLOUCESTER FIRE DEPARTMENT  
8 SCHOOL ST.  
GLOUCESTER, MA 01930  
978-281-9760



### **Activities**

In FY15 the Fire Department responded to a total of 5,086 incidents, an increase of nearly 8% over FY14 call volume. The highest percentages of calls (48.1%) were for EMS excluding vehicle accidents with injuries. The total number working structure fires was reduced from the FY14 total as was the numbers of deaths, injuries and property lost due to fire. Although no available data or research points to a specific reason(s) for this decline, we believe the major factors in this successful reduction are due to the impact of the following;

- Full time continuous operation of all four fire stations due to the reorganization of the department.
- Reinvestment of time and energy into providing Fire Prevention Education in our schools and senior centers. Significant funding was provided by the SAFE grant program through the Department of Fire Safety.
- Reinvestment of time and energy into proactive “In-Service” Company Inspections of commercial properties, businesses and multifamily (6 or more) residential housing units.
- Increased Inspections by the Fire Prevention Division with the aid of On-Duty Officers as part of the reorganization. Over 1,200 inspections were conducted in FY15 which does not include all the public assistance that didn’t require an official Inspection.
- Various efforts by the Fire Department in improving public outreach, keeping the public better informed about Fire Prevention and safe practices in their homes and businesses.

### **Recognition**

The Department and our members have been recognized and awarded by the following;

- Coverdale EMS Gold Star Award for 1 employee and the department as a whole
- Employee of the Month for 2 employees
- MA EMS Region III – Outstanding Contribution to EMS Award for 2 members
- Community/Departmental recognition for Life Saving and Outstanding Service 5 times in FY15 alone

Fire Chief Eric L Smith

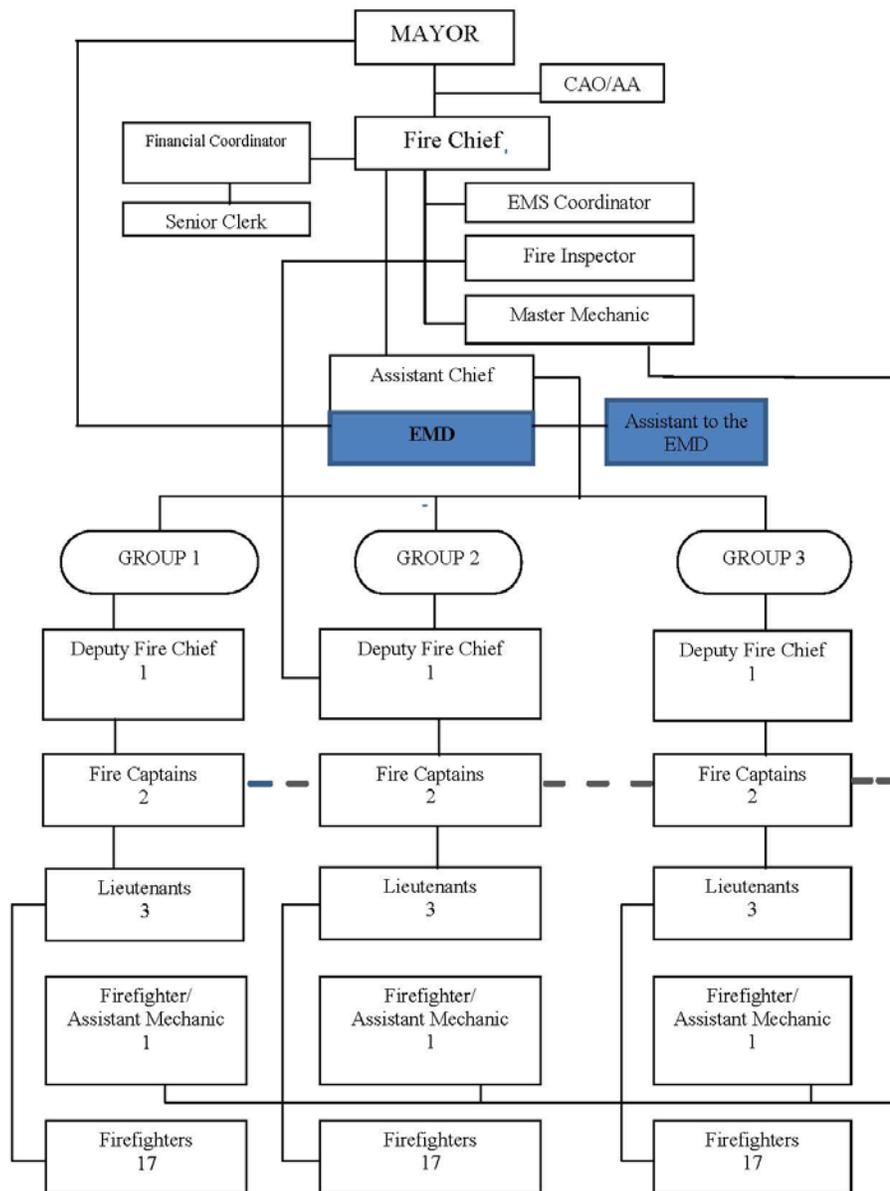


**CITY OF GLOUCESTER FIRE DEPARTMENT**  
**8 SCHOOL ST.**  
**GLOUCESTER, MA 01930**  
**978-281-9760**



<b>GLOUCESTER FIRE DEPARTMENT</b>	<b>CHAPTER:</b>	3	<b>FIRE DEPARTMENT ORGANIZATION</b>					
<b>OPERATIONS MANUAL BOOK 1</b>	<b>SUBJECT:</b>	1	<b>ORGANIZATIONAL CHART</b>					
<b>ORGANIZATION</b>	<b>CODE:</b>	1-3-1	<b>PAGE</b>	1	<b>OF</b>	1	<b>DATE:</b>	3/17/2014

**Gloucester Fire Department**  
**Organizational Chart**



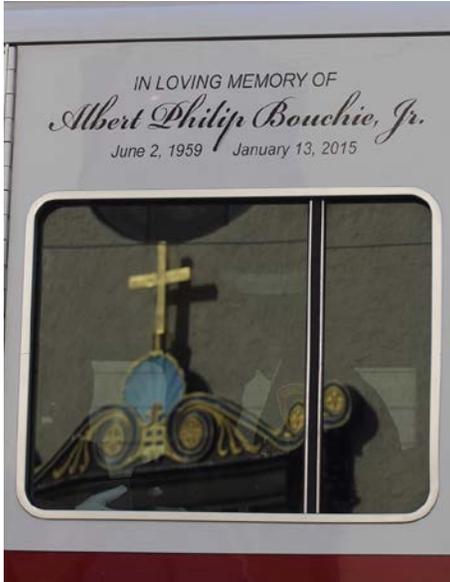


CITY OF GLOUCESTER FIRE DEPARTMENT  
8 SCHOOL ST.  
GLOUCESTER, MA 01930  
978-281-9760





CITY OF GLOUCESTER FIRE DEPARTMENT  
8 SCHOOL ST.  
GLOUCESTER, MA 01930  
978-281-9760





CITY OF GLOUCESTER FIRE DEPARTMENT  
8 SCHOOL ST.  
GLOUCESTER, MA 01930  
978-281-9760



The Department of Public works is responsible for the maintenance, repair and construction of all City-owned public properties, including schools, roads, bridges, sidewalks, and utilities. In addition, the Department protects public beaches, parks, cemeteries, and seawalls, and provides water and sewer services to residents and businesses throughout the city. Major infrastructure improvements and routine maintenance are the main focus of all Public Works divisions.

**Central Services:** The Central Services Division of Public Works is comprised of three areas of responsibility:

- **Clerical Functions:** Five staff members generate water and sewer bills, answer citizen's inquiries, and perform the bookkeeping and bill paying functions for Public Works. They are the voices that the residents hear when they call Public Works.
- **Central Stores:** This department stocks common items used by the City's many departments. They service internal customers and control inventories.
- **Vehicle Maintenance:** The Division is responsible for all fleet vehicles and equipment maintenance and repair, and all winter preparations for snow and ice. The Division inspects and approves all equipment for private contractors employed by the City for snow and ice. The staff inspects and prepares every new piece of equipment received by the City. The division also cares for all police vehicles.

## **Public Services:**

**Traffic/Signs:** This year Public Works purchased two electronic message boards which have greatly improved our public outreach and communication to the residents. Public Works has been able to alert the general public to beach closures, construction schedules as well as operational activities. We have spent a great deal of time replacing old faded signage with new prismatic/reflective signs and spent a significant amount of time this spring replacing signage that was damaged during this winter's snow fall. Crosswalk and parking lot striping has continued this year. Most of this work is performed overnight to facilitate the safety of staff and the general public.

**Roads:** The division maintained its three man "pot hole" crew throughout the nine month season and ran at least two days per week using approximately ten tons of hot top each week patching pot holes around the city. The division has run a tractor mounted brush cutter six days a week to clear vegetation from the side of the roads this year. We've spent a majority of the time clearing the main roads and ball fields/parks and have spent some time in some of the neighborhoods of West Gloucester. With the addition of a full time mason on staff Public Works has been able to rebuild many catch basins and various structures in and around the city roads. The street sweeper operates five to six days a week, working off of a rotating schedule which has the sweeper in specific wards for three to four days at a time and moving on the next and then returning to continue through the rotation.

**Cemeteries:** Cemetery division has continued to maintain the city owned cemeteries with a continued force of mowing, trimming and general clean-up on a weekly basis. The division has continued to partner with a group of volunteers who have been working to restore the 1<sup>st</sup> Parish Cemetery as well as Clark Cemetery located off of Centennial Avenue.

**DPW Yard/Facility:** With the addition of the new Salt shed, this has sparked the desire to modernize the Public Works facility on Poplar Street. We have worked with the IT department and facilitated the installation of underground piping between all of the buildings on the property which enabled IT to run Fiber Optic cabling which improved communications and infrastructure. Public Works has installed a new Trash Compactor, reducing the bird and rodent attraction to the area. We have installed a new automated gate system that requires users to present credentials when entering the facility during non-business hours. In conjunction with the gate project we will be installing access controls on the building which includes video surveillance as well as card readers on all doors.

**Fields:** Public Works continue maintenance of the city/school owned ballfields which includes but is not limited to mowing, trimming fertilizing. We are also responsible for the marking of playing lines on all athletic fields for school and community athletic groups.

**General:** The division has continued to work with Community Development with the set-up and break down for the Summer Movie Series as well as the Harbor Loop Summer Concert series. We've assisted with multiple block parties as well as the annual Sidewalk Bazaar. In conjunction with the DDC, Public Works assists in changing out banners throughout the seasons and installing wreaths during the winter holiday season. Public Works partnered with Community Development and the local volunteer groups and provided assistance to the efforts to revitalize Burnham's Field.

**Solid Waste and Recycling:** This division is responsible for the curbside solid waste and recycling collection for approximately 13,000 households and other recycling efforts.

- In Fiscal Year 2015 the total trash tonnage was 6,494 tons. Since the inception of the Pay As You Throw Bag program in 2008, the City has seen a 35% decrease in trash tonnage.
- In Fiscal Year 2015 the city converted to Single Stream Recycling, which means that there is no longer a need to separate paper and cardboard from plastic, tin and glass. The tonnage for FY2015 was 3,011.79, only a slight increase from the previous fiscal year, but we are currently at a 35% recycling rate (meaning we are recycling 35% of our total waste).
- Public Works increased the number of curbside yard waste collections in FY15 from one week in the spring and one week in the fall, as well as curbside Christmas tree collection. Currently Public Works offers, one week Christmas tree collection, three weeks of curbside collection in the spring and four weeks of curbside collection in the fall.

- The City's compost facility at Dogtown Road is operational the last Saturday of each month. The facility was also opened for six consecutive Saturdays in the spring and six consecutive Saturdays in the fall.
- Our Drop-off Recycling Center is open the last Saturday of each month. Scrap metal, fluorescent bulbs, mercury bearing products, rechargeable batteries and button cell batteries were collected. Public Works collected over 1,500 gallons of clean waste oil in our Automotive Recycling program along with car batteries, oil filters and tires.
- Household Hazardous Waste Day was held September 27, 2014. In partnership with Clean Harbors, we processed over 300 customers in a three hour time frame, collecting approximately 4,500 gallons of hazardous waste.

**Engineering Division:** The Gloucester Department of Public Works Engineering Division is housed at the City Hall Annex in the CATA Building at 3 Pond Road. The office is staffed by three full time staff and had three part-time interns over the summer break.

Engineering Division's primary areas of responsibility are:

- Review of Drainage & Grading Plans under the provisions of the Gloucester Zoning Ordinance at Section 1.3.3.
- Development and deployment of improved Geographic Information System (GIS) in cooperation with the City's Information Services/Technology Department.
- Responding to information requests from the public and other City staff and governmental agencies.
- Providing technical and administrative support to other DPW Divisions, and to other City Staff, as requested.

**In FY15:**

- This Office reviewed forty-six (46) drainage & grading plans.
- This Office reviewed and reported to the Department of Public Works on two (2) sewer extension plans.
- This Office reviewed five (5) assorted site plans and reported to the Planning Division of the Department of Community Development as part of Planning Board Reviews; the City Council as part of Council Special Permit Submissions; and to the Department of Public Works as part of Utility Connection Permitting.
- This Office assisted the Department of Public Works with the licensing of Drain Layers, and the maintenance of the DPW's water & sewer/street opening GIS related permitting system
- We worked with the Information Services/Technology Department, and the City GIS Consultant, Applied Geographics, Inc. (AppGeo) to develop and deploy an Electronic Filing Cabinet (EFC) application in GIS; continued with field verification and electronic connectivity of Utility Data; acquired a scanner/plotter/printer to allow for timely in-house scanning of archival plans and

document; continued efforts to provide on-line access to infrastructure related data, and worked with our consultant to deploy updated on-line application MapGeo to allow for easy access for citizens and staff to geographic information about the City and its infrastructure.

- We also made efforts at updating and improving DPW Rules & Regulations for Street Opening Permits and Curb-Cuts.
- We also responded to any number of requests for information or assistance from the Building Department, the Health Department, the Conservation Commission, the Fire Department, the Police Department, and State Agencies such as the Massachusetts Department of Transportation.
- In addition, our staff assisted other city offices, state offices, and the public including residents, developers, realtors, contractors, engineers, surveyors, architects, and legal professionals to find records about land and utilities in the City.
- Ryan Marques, Civil Engineer, working directly with the Director of Public Works managed the \$5,019,800 contract for The Fort Infrastructure Replacement Project, which replaced the utilities on Commercial Street, Beach Court and Fort Square. The Civil Engineer performed daily site inspections, provided weekly communication for residents and local businesses, and managed construction related issues on behalf of the City. Work under the Fort Infrastructure Replacement Project included the construction of 2,800 linear feet of 8-inch to 10-inch sanitary sewers, 3,200 linear feet of 8-inch to 12-inch water pipe, 1,100 linear feet of 4-inch sewer force main and 2,100 linear feet of 12-inch to 30-inch drain pipe. The project also included a submersible sewer pump station with a standby emergency generator. Repaving of streets was performed upon completion.
- Mr. Marques also assisted City's Environmental Engineer, Lawrence A. Durkin, P.E., with the management of the \$2,467,677 Babson Dam Rehabilitation Project contract. This project included demolition and removal of the chute spillway channel floor followed by construction of a new reinforced concrete baffled chute discharge channel floor. New concrete construction included raising the core wall crest elevation, extending the core wall, raising the tops of the spillway discharge channel walls and constructing new stilling basin walls. The project also included the installation of a 60-inch diameter RCP drain from the stilling basin to a new downstream headwall. Additional site work included paving, grubbing, loaming and seeding the Babson Water Treatment Plant site.

**Utilities Division:** This division is responsible for 150 miles of water main, deep water rehabilitation and upgrades. It also maintains 140 miles of sewer main, 130 miles of drain line, and over 3,000 catch basins. The division has acquired the latest equipment to assist with locating utilities (water services, stop and sewer laterals, and drainage water mains). The Utility Division resolved many water and sewer issues by viewing pipes with CCTV (closed circuit television) cameras or locating water services on the ground.

- The division has systematically replaced Air Relief Valves in all STEP systems at residences north of Goose Cove. This process increases pump efficiency decreases the pumping time, saving customers electric utility costs.
- Managed discolored water issues common along Hesperus Avenue during the use of Babson Reservoir.
- Properly connected chemical dosing pump at Bayview Fire Station. Dosing line was not providing uniform dosing.
- Installed 900' of new water main on Eastern Avenue, and installed new service lines in this area.
- Connected the newly installed bathrooms at Burnham's Field to water and sewer.
- Pumped out septic tanks at all the beaches, ball fields and at each school on a regular schedule.

**Water Compliance Office:** The Water Compliance office (WCO) under the supervision of the Environmental Engineer is responsible for the following:

- Gloucester Public Water System (PWS) MassDEP ID 33107000, and directs a contract operator less distribution system operation and maintenance that is managed by the DPW. The WCO reviews weekly distribution water quality sampling data and works with the DPW to direct flushing. This includes the management of water treatment plants, water storage tanks, three pump stations, six surface water reservoirs and dams, associated city Watershed lands and contiguous open spaces, the cross connection program and capital engineering and construction projects.
- Sewerage pumping, treatment and discharge under the National Pollution Discharge Elimination System (NPDES) EPA permit #MA 0100625, and direct treatment and sewerage pumping under contract operated and maintained by the DPW, who the WCO works closely with. This includes management contract operation of the City's Waste Water Treatment Facility; contract operation of Sewerage Collection System 29 pump stations, 435 residential grinder systems, and 1235 residential Septic Tank Effluent Pump (STEP) systems; the EPA's Industrial Pretreatment Program (IPP); and MassDEP Administrative Consent Order with Penalty (ACOP)#NE-06-1N008 mandated Fats, Oils, and Grease (FOG) elimination program; management of the Waste Water Treatment Facility's outfall sampling and sewerage treatment and pumping capital engineering and construction projects.
- Contract Operations are summarized as follows:
  1. Veolia Water: Contract #99165 11/1/09 to 10/31/14, extended for 2 years 11/1/14-10/31/16. Water Treatment, pumping and distribution system monitoring FY15 \$1,699,769.31. Waste Water Treatment, IPP, FOG: FY15 \$2,035,359.71.
  2. Woodard & Curran: Contract #99154 7/1/09-6/30/14, extended 2 years 7/1/14 to 6/30/16, FY15 \$916,700.00. Sewerage Pump Stations, Grinder Pumps and Step Systems FY15 \$913,713.00

3. Waste Water Treatment Facility Outfall monitoring: Allan Michael Associates: Contract #15109 3/1/15 to 2/28/18 #12130 3/1/12 to 2/28/25; FY15 \$142,349.00.
- Upgrades & Capital Projects:
    1. Phase 4 PWS Upgrades, DWRSF, and Construction 2012-15. West Gloucester and Babson Water Treatment Plant Improvements – Contractor Waterline Industries, contract #11207, final value \$4,812,781.84, FY15 closeout. New tow 20-inch water main pipelines constructed underneath the Annisquam River connecting West and East Gloucester, replacing the Spooner Tunnel mains, DWSRF. A third bore was added for city, Verizon, and Comcast communication conduits. Contractor Aqualine Corp., Contract #13107, final value \$3,328,911.79, FY15 closeout.
    2. Babson Dam Rehab, EOEEA Grant & Loan, and Construction 2014 - , and Cost \$3.25 M: Crest raised, spillway reconstructed, downstream slopes flattened. Contractor Waterline Industries, Contract #13185, the contract value at the end of FY15 was \$2,467,677.00 and was 95% complete. Completion and close is anticipated by December 31, 2015.
  - Public Water Supply Master Plan Update 2015: This plan will serve as a major asset and capital management plan, that following DPW review will be presented to the Administration and city Council. Previously updated in 1998, the 2015 plan follows major PWS upgrades since 2009.

**Facilities Division:** The Facilities Division is responsible for cleaning, maintaining all City and School Buildings, their grounds and meeting all Massachusetts Building codes. Other responsibilities include, IPM Plans, Air Quality, electric repairs/upgrades, plumbing repairs/upgrades, grounds maintenance, carpentry, emergency response, HVAC repairs, and building use/rentals. FY15 Projects are as follows:

- **Plum Cove School** – completed lighting project as one of the last parts of the city wide program. The loading was repaired, the gym and old wing hallway were painted, and improvements to fresh air intake and circulation in the gymnasium were done.
- **Beeman** – Completed the lighting project. The contract for the replacement boiler has begun.
- **O'Maley** – 350 ceiling tiles have been replaced. Exterior, auditorium and cafeteria lighting were replaced per lighting initiative. The boiler conversion projected has been completed. Thirteen exhaust fans have been replaced to improve air circulation. The plexi-glass replacement project has also been completed. Floor tile replacement project completed.
- **Veteran's School** – Continued schedule of routine and preventive maintenance was performed.
- **East Gloucester School** – Continued schedule of routine and preventative maintenance, exhaust fan and uninvent work was performed.
- **Gloucester High School** – Continue work on roof leaks. Over 500 ceiling tiles were replaced. Reclaimed field house corners for storage of gym equipment, new screens installed and new divider curtains procures and are currently being installed. Hallway and stairwell painting project completed. Ongoing work with the fire alarm system. Additional water fountains and filters were installed. New partitions were installed in three student bathrooms. Remedied

leaks in upper end of field house. Currently preparing contract for roof replacement at the lower field house.

- **City Hall** – ADA issues resolved and City Hall Restoration contract completed and ADA issues resolved. Contract has been awarded for a new ADA lift in the auditorium; work will begin in fall of 2015. Installed a new AC split for first floor conference room. Successful first winter with new boiler.
- **Police Department** – Various painting projects throughout the facility were completed. A new evidence room was installed. New flooring contract was awarded and work is to be completed by October 1 2015.
- **Department of Public Works** – New shops for tradesman were constructed. New breakroom and kitchen for staff. A new roof was installed on the main building. An additional heater was installed in the garage bay.

**Talbot Rink:** The Talbot Rink operates as an enterprise account falling under the direction of the Department of Public Works. The rink is in operation from early September through mid-June and generated just over \$300,000 in revenue during FY15.

The bulk of available ice time is taken up by local programs such as the Cape Ann Youth Hockey Organization and the Cape Ann Figure Skating Club. The rink is also the home for the Gloucester and Rockport High School hockey programs and the O'Maley Middle School hockey program. The rest of the rink time is distributed between various men's hockey leagues, youth organizations, public skating, birthday parties and fund raising events.

Since the rink was put under the direction of Public Works in 2011, the following improvements have taken place:

- The purchase of a new Zamboni
- New boards and seamless glass
- New condensers
- New dehumidification system
- New roof
- New scoreboard over center ice
- New lighting
- New rubber matting for the hallways and walkways on the ice level
- Conversion from oil heat to gas
- Upgrades to the plumbing in the locker rooms and restrooms
- Safety netting behinds the goal areas

Improvement plans for FY16 include new carpeting for the warm room, new epoxy floor for the entrance way and lobby areas, new vending machines and benches for the locker rooms.

**Snow and Ice:** The winter of 2015 proved to be a very difficult, challenging and costly winter for the City of Gloucester. Record snowfalls in a very short period of time had DPW personnel working basically around the clock for the month of February.

Snow removal operations were in full force, with assistance from the Massachusetts National Guard, for most of February and stretching into early March. Snow was not only removed from the downtown area but from numerous neighborhoods: Lanesville, Annisquam, Rocky Neck, East Gloucester, Magnolia and many more. Large quantities of snow were stockpiled in the parking lots at Stage Fort Park, the I4C2 lot on Rogers Street, Magnolia Woods and Good Harbor Beach.

The newly constructed salt shed was put to good use this past winter as the DPW used over 8,000 tons of salt to treat the roads and parking lots. The DPW contracted with over 50 different private contractors to assist DPW personnel and equipment with the plowing, salting and removal operations.

With the harsh winter conditions came quite a bit of damage to various schools and city buildings, the boardwalks at the beaches, signs, fences, etc. The DPW has been very busy since the snow melted making repairs from the past winter.

**Beach Operations:** One of the largest revenue generating operations for the City is the summer beach operation. During FY15 the parking lots at Good Harbor Beach, Wingersheek Beach and Stage Fort Park brought in just over \$1.5 million in revenue. This operation is staffed primarily by seasonal part-time employees, the majority of which work from mid-May to mid-September, and include parking lot attendants, parking lot supervisors, and lifeguards.

The parking lots open to the public on April 1<sup>st</sup> and are closed on October 31<sup>st</sup> for the season. The DPW has the authority to collect parking fees on May 1 through September 30, but generally starts collecting on Memorial Day weekend and will collect through mid-September. The Stage fort Park lot is generally staffed with one lot supervisor except for the large events that place throughout the summer. Good harbor and Wingersheek lots are staffed with 1-2 lot supervisors and between 5-7 lot attendants depending upon whether it is a weekday or weekend. Upon their arrival in the morning the lot staff walks the lot picking up trash and getting the parking areas set up for the day.

Two crews of seasonal laborers are dispatched from the DPW daily, Monday through Friday to walk the beaches picking up trash. On the weekends two full time crews are dispatched from the DPW to clean the beaches as well. The city of Gloucester also dispatches a tow behind beach cleaning rake seven days a week primarily to clean the seaweed off the beaches and to groom them.

The largest seasonal group consists of the City Lifeguards, which averages between 30-35 guards per season. The guards are on the beach at 9:00am and stay until 5:00pm monitoring the water and providing first aid to the beach patrons. Good Harbor, Wingersheek, and Half Moon Beaches are guarded seven days a week from Memorial Day weekend through Labor Day weekend. This group is

crucial to the success of the beach operation as Gloucester beaches have an excellent reputation for beauty and safety throughout New England.

**Additional Capital Projects:**

- **Combined Sewer Overflow (CSO):** Plans and Specifications were completed for Project 5: Sewer and Water Rehabilitation; the project was advertised for bidding May 14, 2014 with bids due June 3, 2014. N. Granese & sons of Salem was awarded the contract and construction began in July of 2014. The contract was extended to include installation of cured-in-place pipeline (CIPP) in Rocky Neck Interceptor sewer crossing under Smith Cove to address I/I sources identified in the Outfall 009 Overflow Abatement Plan, June 2014 report. CIPP liner installed and I/I source in interceptor sewer removed on June 4, 2015. Project extend by change orders should be substantially complete by October 27, 2015.
- **Paving Projects:**
  1. Washington Street – from Exchange Street to Rotary
  2. Bray Street – level and overlay
  3. Langsford Street, Andrews Street, Washington Street (Lanesville Village Area)
  4. Gloucester Avenue/Rockland Street
  5. Chapel Street
  6. Friend Street
  7. Taylor Street
  8. Prospect Court
  9. Mt. Vernon St.
  10. Winchester Court/Marchant Street
- **Water Main Projects:** N.Granese completed a cleaning and cement lining project in the Rocky Neck area of East Gloucester. The project revitalized the water distribution mains that are nearly 100 years old. The project improved water quality and fire protection to the entire area. Granese also began the Hartz Street area water rehabilitation project in April 2015. This project will loop the water distribution system from Eastern Avenue to Bass Avenue as well as replace undersized and aged water mains in the neighborhood.
- **Commercial Street Infrastructure:** As highlighted in the report for the Engineering Division: the City began to revitalize the water, drain and sewer infrastructure in the Fort neighborhood in downtown Gloucester. The nearly seven million construction project is funded in part by a MassWorks Grant, City funding and a contribution from the Beauport Hotel project. The City's public infrastructure project includes approximately 2,800 feet of sanitary sewers on Commercial Street, Beach Court, Pascucci Court and Fort Square. The project also includes the installation of 3,200 feet of water main on Commercial Street, Beach and Fort Square. In addition new drainage will be installed along Commercial Street and Fort Square. A new pump station was be built next to the existing Fort Square pump station and once completed the old

pump station will be removed from service and demolished. The contract also includes repaving the streets upon completion of the work, scheduled in the spring of 2016.

City Hall  
Nine Dale Avenue  
Gloucester, MA 01930



TEL 978-281-9707  
FAX 978-281-8472  
jdunn@gloucester-ma.gov

## CITY OF GLOUCESTER

### OFFICE OF THE TREASURER/COLLECTOR

#### Fiscal 2015 Annual Report

John P. Dunn, Chief Financial Officer  
Kristen L. Lindberg, Assistant Chief Financial Officer

The Treasurer/Collector's Office is responsible for billing and collection of real estate and personal property taxes, motor vehicle and boat excise, water and sewer bills, and betterments. In, addition, the Department receives and has the custody of all other city/school revenues including permit, license and user fees, grant revenues and Federal and State aid. The Department manages all City funds and provides procedures to insure the safeguarding of these funds. The Department also administers the City's debt service, payroll functions, collects parking fines, and disburses all payments to employees and vendors.

#### **Revenue Collection**

Revenue collection was strong for the year. The General Fund saw positive variances to budget in many areas including Real Estate and Personal Property tax, Motor Vehicle excise, Inspectional Services fees, Ambulance fees and beach parking. Total collections exceeded budget by \$1.423 million. This amount almost totally offset the expected need for \$1.45 million in free cash support for the year's budgeted expenditures. Similarly, revenues in the Water Fund exceeded budget by \$138,000 and revenues in the Sewer Fund exceeded budget by \$26,000.

#### **Cash Management**

The City's cash position remains strong. Total cash and investments were \$33.4 million at the beginning of the year and ended at \$31.1 million. Deposits were distributed among 11 banks and investment firms with most deposits covered by FDIC or DIF insurance or collateralized. Reflecting the current interest rate scenario, earnings on deposits were a very modest \$103,000 representing an approximate 30 basis point return on all deposits.

#### **Debt Management**

Principal payments of \$12.2 million and interest payments of \$3.7 million were made on long term debt outstanding during Fiscal 2015. In February the City issued \$6.7 million in long term debt consisting of \$3.2 million in new money for a number of capital projects and \$3.5 million of refunding debt for bonds originally issue in 2005 and 2006. Market response was strong as we received six bids ranging from a low of 1.92% to a high of 2.17%. Also during the year, we converted \$17.1 million of water interim loan notes with the Massachusetts Clean Water Trust to

City Hall  
Nine Dale Avenue  
Gloucester, MA 01930



TEL 978-281-9707  
FAX 978-281-8472  
jdunn@gloucester-ma.gov

## CITY OF GLOUCESTER

### OFFICE OF THE TREASURER/COLLECTOR

permanent debt at a rate of 2.0%. Total long term debt outstanding at year end was \$136.4 million across all funds.

#### **Bond Rating**

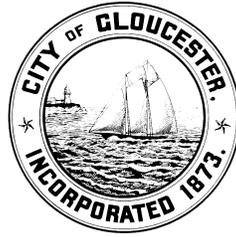
Driven by the long term debt issue in February, the City underwent a review by Standard & Poor's Rating Services (S&P). As a result of this review, S&P affirmed the City's AA/Stable rating citing the following positive attributes:

- A very strong economy
- Strong budgetary flexibility
- Strong budgetary performance
- Very strong liquidity
- Adequate management conditions
- Adequate debt and contingent liability position

#### **Goals for 2016**

- Continue to monitor revenue collections to reduce the reliance on free cash to support the General Fund operating budget
- Complete transition to UniBank for online bill paying
- Convert parking ticket collection management to Kelley & Ryan Associates
- Help to identify City owned real estate parcels for disposition
- Begin implementation of conversion to MUNIS financial software

**City Hall  
Nine Dale Avenue  
Gloucester, MA 01930**



**TEL 978-281-9707  
FAX 978-281-8472  
[jdunn@gloucester-ma.gov](mailto:jdunn@gloucester-ma.gov)**

**CITY OF GLOUCESTER  
OFFICE OF THE TREASURER/COLLECTOR**



# CITY OF GLOUCESTER

## GLOUCESTER, MASSACHUSETTS - 019

### OFFICE OF THE ASSESSORS

**Board of Assessors**

Nancy A. Papows, MAA, Principal Assessor  
 Gary I. Johnstone, MAA, Assessor  
 Bethann B. Godinho, MAA, Assessor

(978) 281-9715

The Board of Assessors is tasked with developing accurate property valuations annually to ensure an equitable distribution of the tax burden. The Assessing Staff strives to provide a high level of professionalism and cooperation in an attempt to foster public confidence and trust.

The Board’s central challenge every year is to determine real and personal property values as of the January 1<sup>st</sup> assessment date and have both the valuations and tax rate certified by the Department of Revenue in a timely fashion. The Board successfully met all deadlines imposed by the State in calendar year 2014.

The Board feels that one of its most important responsibilities is to inform and educate the public about the process and timing of valuations. In addition to assisting taxpayers in the office and by phone, the Assessing Department provides assessment data and digital maps online at [www.gloucester-ma.gov](http://www.gloucester-ma.gov). Also available are an assortment of forms and links which allow easy access to information and documents.

In the fall of calendar year 2014, the Board of Assessors completed its annual analysis and adjustment of all real and personal property values. The information was submitted to the Department of Revenue and approved in October.

In keeping with the ten year trend, the City Council voted a shift in the distribution of tax levy by adopting a 1.06% factor which moved a portion of the residential tax burden to the commercial / industrial and personal property classes.

Following Tax Classification, the budget information was incorporated into the “Tax Rate Recapitulation” which was then submitted to the Department of Revenue and approved in November 2014. The resulting residential tax rate for Fiscal Year 2015 was \$13.65 (per thousand) and the commercial, industrial and personal property rate was \$14.58 (per thousand).

Based on an analysis of the 2013 real estate market, the FY 2015 median values for most classes of property saw increases from the prior year.

Single family dwellings. . . . .	Increase of 4.2% to <b>\$344,000</b>
Condominiums. . . . .	Increase of 8.0% to <b>\$213,050</b>
Two family dwellings. . . . .	Increase of 1.0% to <b>\$293,000</b>
Three family dwellings. . . . .	Decrease of .01% to <b>\$290,250</b>
Apartments with 4 thru 8 units. . . . .	Decrease of .29% to <b>\$371,500</b>
Apartments over 8 units. . . . .	Increase of .48% to <b>\$907,550</b>
Mixed use parcels. . . . .	Increase of 1.3% to <b>\$394,400</b>
Commercial improved parcels. . . . .	Increase of .86% to <b>\$433,600</b>
Industrial improved parcels. . . . .	Increase of .24% to <b>\$406,000</b>

Overall, the taxable value of real & personal property in the community increased from \$5,164,191,030 in Fiscal Year 2014 to \$5,327,860,200 in Fiscal Year 2015, an increase of approximately 3.17%.



## CITY OF GLOUCESTER CITY AUDITOR'S OFFICE

The Office of the City Auditor is charged with protecting the public's interests and assets in the financial operations of the City of Gloucester. This oversight role accomplishes two goals for the community and for the City Council. It provides assurances that the City's financial functions are conducted in compliance with federal and state law, and within the City Charter and the Gloucester Code of Ordinances, while it fosters the efficient, accountable, and cost effective use of City resources.

The City Auditor is a member of the Mayor's Office finance team; the Auditor provides staff assistance to the Mayor's Office in the annual City budget process, and in the successful Standard & Poor's and Moody's bond rating review process. Consequently, Gloucester affirmed its Standard & Poor's AA bond rating, and the City enjoyed the benefits of favorable bond interest rates in the recent summer debt issuance that benefits the taxpayers of the City of Gloucester.

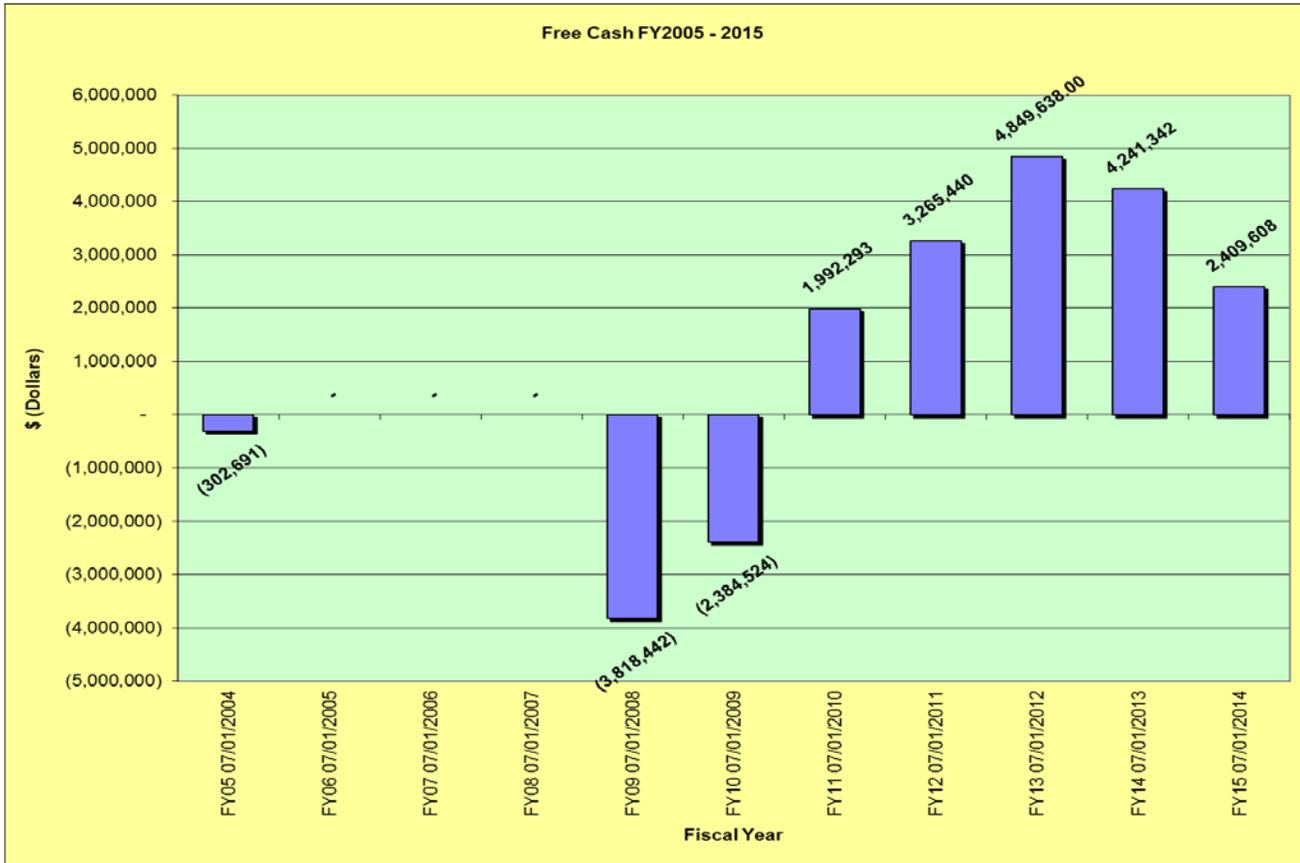
In 2015, the City Auditor's Office plans to continue adding value to its audit services by improving the technical, accounting and compliance skills within the 4 member audit unit. Staff members will be enhancing their professional skills through educational and development programs. The Office will reach out to members of City government to broaden their understanding of the compliance issues facing the City, and to develop strategies for building solid financial systems. This work will allow for a more efficient City government bolstered by an effective and knowledgeable City Auditor's team.

The City Auditor's Office attained \$2,409,608 in General Fund "Free Cash" in the Fiscal Year 2014 State Department of Revenue Certification, the fifth consecutive positive "Free Cash" position since Fiscal Year 2010. Please see the "Free Cash" Chart from FY2005 – 2015 on page 2.

Free cash is a revenue source which results from the calculation, as of July 1, of the City's remaining, unrestricted funds from operations of the previous fiscal year based on the City's balance sheet as of June 30<sup>th</sup>. The City's fiscal year ends on June 30<sup>th</sup> each year and typically includes actual receipts in excess of revenue estimates and unspent amounts in departmental budget line items for the year just ending, plus unexpended "Free Cash" from the previous year. "Free Cash" is offset by property tax receivables and certain deficits, and as a result, can be a negative number. The City generally uses "Free Cash" to support current year operations or as a revenue source for the ensuing years budget. However, until a balance sheet for the prior year is submitted by the City Auditor and "Free Cash" is certified by the Director of Accounts, it is not available for use. Department of Revenue certification protects the City from relying on free cash that does not materialize due to an inaccurate, unconfirmed local estimate. DOR recommends that communities understand the role of free cash plays in sustaining a strong credit rating and encourages the adoption of policies on its use. Under sound financial policies as recommended by DOR, the City would strive to generate free cash in an amount equal to 3-to-5 percent of its annual budget.



## CITY OF GLOUCESTER CITY AUDITOR'S OFFICE

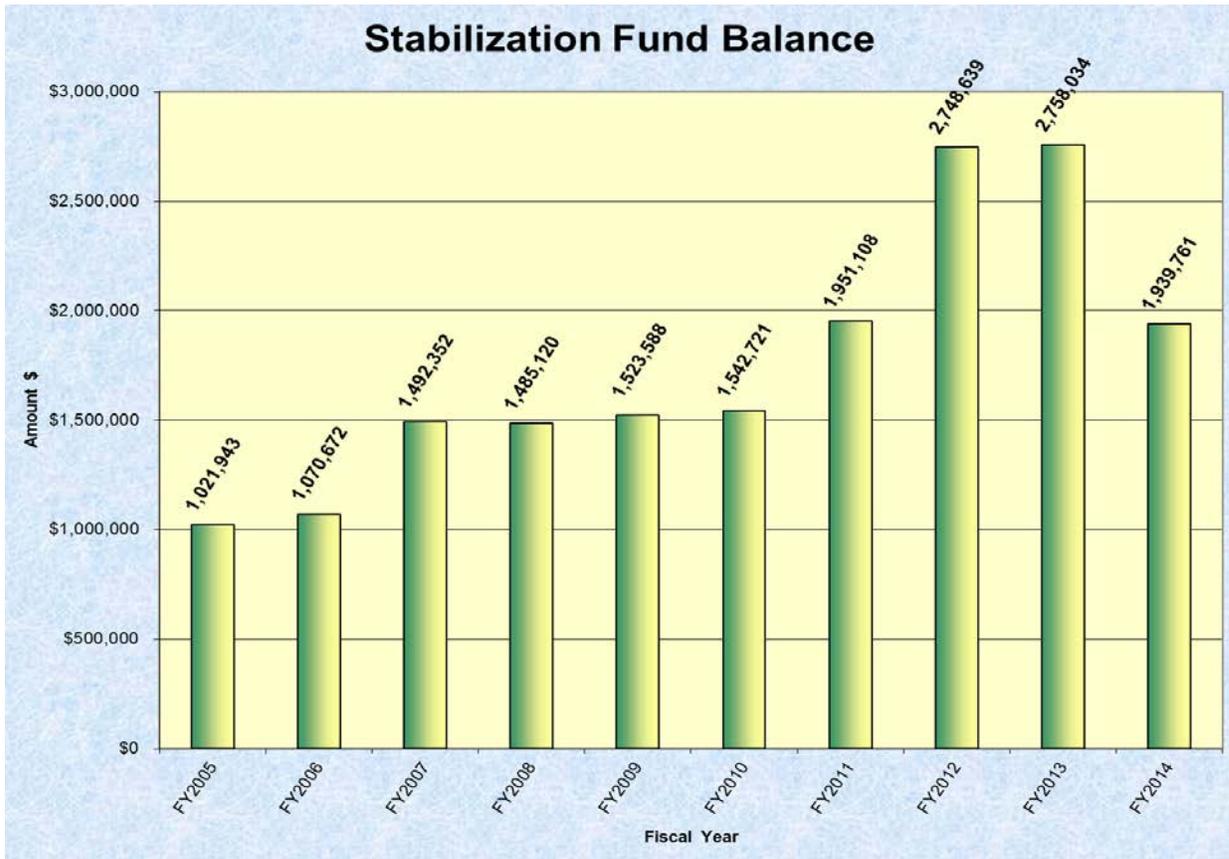


In addition, all the necessary State financial reports and schedules were all prepared by staff members and were filed within the deadlines established by the Commonwealth's Department of Revenue. The preparation of all the State financial reports by staff members of the City Auditor's Office is a cost savings to the City. The City Auditor's Office takes pride in accurate and efficient financial reporting to all its internal and external customers.



## CITY OF GLOUCESTER CITY AUDITOR'S OFFICE

The City's General "Rainy day" Stabilization Fund totaled \$1,939,761 as of June 30, 2014.



The City of Gloucester's Independent Auditors' Report on Basic Financial Statements and Required Supplementary Information Report for the fiscal year ended June 30, 2014 was audited by CliftonLarsonAllen, a firm of licensed certified public accountants. The independent auditors' reported an unmodified ("clean") opinion related to the City's financial statements for the year ended June 30, 2014. The report is designed to be used by the elected and appointed officials of the City and others who are concerned with its management and progress such as bond analysts, banking institutions and rating agencies as well as the residents and taxpayers of Gloucester.

Respectfully submitted,

**Kenny Costa**  
**City Auditor**  
**City of Gloucester**

# OFFICE of the GLOUCESTER CITY CLERK

## City Clerk's Office 2014(FY15) Annual Report

The Office of the City Clerk serves as a primary point of contact for Gloucester residents and others who need information or assistance on municipal matters and services. The Clerk's office offers a multitude of services including issuance of official copies of vital records such as birth certificates, marriage licenses, and death certificates licenses, it conducts the state mandated annual census and manages voter registration and all state and local elections. Other important services offered by or duties exercised by the Clerk's Office include issuance of marriage licenses, administering municipal oaths of office, providing notary public services, and providing public information, which includes official street listing books based on the annual city census. In addition the office is in charge of posting public meeting notices under the Open Meeting Law and maintaining public records under the state Public Records Law. In the preservation and maintenance of public records the Clerks office works closely with the City Archives Committee, to assure that all historic records are maintained and preserved either permanently or for many years as mandated by state regulations and to assure that the records are accessible to the public.

The following offers a breakdown of the City Clerk's office responsibilities.

**Elections:** In 2014 the office conducted successful state elections with a primary election on September 9, 2014 with a turnout of 21%, and a regular election on November 4, 2014 with a turnout of 53% for the offices of U.S.Senator , U.S.Representative , and Governor, Lt.Governor, Secretary of State, and State Auditor. In the past few years the office has made the election process more effective and efficient by purchasing new voting machines and vote tabulating software that provides quick, accurate results. The Clerk's Office continued to work together with the City Council on the consolidation of polling places which resulted in a consolidation of the two Ward 3 polling places to a single place at Gloucester High School in an effort to make the election process more cost and time efficient. In addition Ward 5 polling places were consolidated to a single location at Magnolia Library while the new West Parish School is completed. Currently there are seven polling places where there had previously been ten.

In the Fall of 2014 the City Clerk's Office also assisted with the selection by the City Council of a Ward 4 Councillor under the City Charter following the sad occasion of the death of Councillor Jackie Hardy.

**City Council:** The Clerk's Office serves the City Council in managing Council meeting agendas including preparing meeting packets for the regular council meetings twice a month, preparing minutes, assisting in meetings, and processing special permit applications which are approved by the City Council under the zoning ordinance. In 2014 the Council approved 10 Special Council Permits and two amendments to the zoning ordinance all of which were processed, scheduled and advertised by the Clerk's office.

**Ethics:** as required by the state ethics law, the City Council has designated the City Clerk as the liaison to the State Ethics Commission for purposes of assuring that all city employees and officials complete the mandatory state ethics law test. Working cooperatively with the Personnel Dept. the Clerk's Office assures that all employees and officials complete the test in a timely manner and take the test every two years as required by state law.

**Open Meeting Law:** The office is charged by state law with officially posting notices and meeting agendas of all City of Gloucester public meetings for the dozens of City of Gloucester boards ,commissions, and committees and local government bodies. In FY15 the system of posting was changed to require posting to the City of Gloucester website in order to improve the access of the general public to public meeting notices.

**Licenses:** Approximately 2225 dog licenses were issued for FY15 which is approximately a 15% increase since 2009 with the number of dogs licensed increased by using telephoning, notices on census forms, use of free newspaper publicity, the existence of the new

city dog park, and working with the city dog officers. The Office still hopes to continue to decrease the number of unlicensed dogs in 2015 and 2016.

Other licenses issued in the Clerk's office for FY15 included : 29 motor vehicle Class I, II, & III; Commercial and Resident Shell Fishing, (330 non-commercial and 68 commercial); Taxis/Limousines(72); Vendors, Hawkers and Peddlers (55 and 7 fixed); Raffles (21), Tanks and/or flammables 37, and, Business Certificates or d/b/a (185), along with other miscellaneous permits and licenses were also issued. Office staff also followed up on delinquent license holders.

**Vitals:** In FY15, 239 births, 174 marriages, and 373 deaths were recorded in the City of Gloucester and processed for the State Vital Records Office. In addition to the vital statistics recorded and amended, the Clerk's office issued approximately 3462 certified copies of birth, marriage, and death certificates to the public.

**Other:** We were also able to improve staff skills by completing a Reorganization in 2014 which expanded upon staff duties so as to allow for crosstraining of all staff while recognizing the specialization and expertise of staff in certain areas. In addition both the Clerk and Assistant Clerk are working through the International Institute of Municipal Clerks to become Certified Municipal Clerks.



## CITY OF GLOUCESTER COMMUNITY DEVELOPMENT DEPARTMENT

### Department Overview and Fiscal Year 2015 Annual Report

#### Department Overview

The Community Development Department works to enhance the quality of life of Gloucester's citizens, conserve natural resources, and strengthen the community's assets. The Department manages the planning, housing, and economic development activities for the City of Gloucester.

**Planning:** The Community Development Department is responsible for future-oriented planning initiatives as well as review of current development applications. Future-oriented plans, such as the *Harbor Plan* and *Reimagining Railroad Study* capture the community's vision and provide a policy framework to ensure investment decisions are consistent with the plan. The plans provide a roadmap for municipal work as well as a base against which private development applications can be evaluated.

Whether developing plans or reviewing current applications, staff provide a wide variety of professional planning support services to multi-member City bodies and to the citizens of Gloucester.

To facilitate efficient development review, staff provide regular pre-application feedback on proposals in the early stages of design and bring in other departments at appropriate stages of the development process. In addition to applying principles of sustainability and minimizing the impact of developments, ensuring public safety is central to all reviews.

When proposed construction will occur in a resource area regulated by state and local wetland protection regulations, the proposal is reviewed by the Community Development Department's Conservation staff.

**Housing:** City plans call for an increased supply of quality housing for all levels of income. Plans support increased density where appropriate in order to protect, preserve, and enhance the economic and social diversity of the city. The City has focused its efforts on strengthening the existing housing stock, supporting home ownership, and supporting affordable housing development. Community Development staff manage the Housing Rehabilitation Program, First Time Home Buyer Program, Affordable Housing Trust Fund, and the Community Preservation Fund (which supports affordable housing projects among other areas).

- The **Housing Rehabilitation Program** offers deferred and low interest loans to owner-occupied homeowners and investment property (1- 4 units) to eliminate code violations and serious health and safety issues.
- The **First Time Homebuyer Program** offers down payment and/or closing cost assistance of up to \$10,000. The amount of assistance is based on financial need, purchase price, and lending requirements. This award is a zero percent interest, deferred loan.
- The **Affordable Housing Trust Fund** supports the creation, preservation and maintenance of affordable rental and home-ownership housing options for people of all ages and income levels to accommodate the changing housing needs of families and individuals. Funding is awarded to projects on a case-by-case basis.

- Support for affordable housing development is also provided by the **Community Preservation Fund**. Ten percent of each year's funding is set aside for affordable housing development.

**Economic Development:** At the most fundamental level, the City's economic development efforts aim to ensure there is a range of employment opportunities in the city with a diverse economic base.

Gloucester has a long history of courageousness, innovation, and creativity that continues today in fishing and seafood processing, emerging maritime science and technology sector, advanced manufacturing, tourism, and the creative economy. The banking, retail, restaurant, services, government, and health care areas are also important economic areas to the community.

With the overarching goal of job creation, the Community Development Department's economic development work strives to facilitate business development, support appropriate redevelopment (including brownfields cleanup), and strengthen the quality of life for the city's residents. The goal is to foster an environment for economic growth and investment resulting in jobs, a healthy working waterfront, a vibrant downtown core, robust village centers, and thriving industrial parks.

Staff work with numerous partners and manage several programs and activities that support economic development including tax increment financing, a small business loan program, brownfields investigation and cleanup programs, employment and educational training, and improvements to public facilities and infrastructure.

### **Boards and Commissions**

During Fiscal Year 2015, Community Development staff worked with the City boards and commissions listed below. In some instances (e.g., Conservation Commission, Planning Board), staff provide regular on-going support to the board or commission. In other instances (e.g., Committee for the Arts, Downtown Development Commission), staff participate on an as-needed basis.

- |                                      |   |
|--------------------------------------|---|
| - Affordable Housing Trust           | - Downtown Development Committee              |
| - Cable TV Advisory Committee        | - Economic Development Industrial Corporation |
| - Capital Improvement Advisory Board | - Historic District Commission                |
| - City Hall Restoration Committee    | - Open Space & Recreation Committee           |
| - Clean Energy Commission            | - Planning Board                              |
| - Committee for the Arts             | - Shellfish Advisory Commission               |
| - Community Preservation Committee   | - Tourism Commission.                         |
| - Conservation Commission            |   |

### **Community Development Staff**

- **Gregg Cademartori**, AICP, Planning Director ([gcademartori@gloucester-ma.gov](mailto:gcademartori@gloucester-ma.gov))
- **Matt Coogan**, AICP, Senior Planner ([mcoogan@gloucester-ma.gov](mailto:mcoogan@gloucester-ma.gov))
- **Tom Daniel**, AICP, Community Development Director ([tdaniel@gloucester-ma.gov](mailto:tdaniel@gloucester-ma.gov))
- **Marie Demick**, Principal Clerk ([mdemick@gloucester-ma.gov](mailto:mdemick@gloucester-ma.gov))
- **Sal Di Stefano**, Economic Development Director ([sdistefano@gloucester-ma.gov](mailto:sdistefano@gloucester-ma.gov))
- **Emily Freedman**, Senior Project Manager ([efreedman@gloucester-ma.gov](mailto:efreedman@gloucester-ma.gov))
- **Debbie Laurie**, Senior Project Manager ([dlaurie@gloucester-ma.gov](mailto:dlaurie@gloucester-ma.gov))
- **Joanne Orlando**, Bookkeeper ([jorlando@gloucester-ma.gov](mailto:jorlando@gloucester-ma.gov))
- **Karen Shah**, Conservation Clerk ([cshah@gloucester-ma.gov](mailto:cshah@gloucester-ma.gov))
- **Carol Thistle**, Senior Project Manager ([cthistle@gloucester-ma.gov](mailto:cthistle@gloucester-ma.gov))
- **Ken Whittaker**, Conservation Agent ([kwhittaker@gloucester-ma.gov](mailto:kwhittaker@gloucester-ma.gov))
- **Steve Winslow**, Senior Project Manager ([swinslow@gloucester-ma.gov](mailto:swinslow@gloucester-ma.gov))

## **Fiscal Year 2015 Annual Report**

### **Planning Highlights**

#### *Future Planning*

**Harbor:** During Fiscal Year 2015, the Commonwealth approved the **Harbor Plan Update**. As part of the related implementation work, staff proposed zoning amendments, and the Planning Board and City Council took action on two amendments that bring the local zoning into alignment and provide greater flexibility and new uses within the reduced footprint of the Designated Port Area.

**Downtown:** In the summer and fall of 2013, the **Downtown Work** Plan process identified a shared community value of having an active and authentic downtown with a mosaic of uses. The community said they wanted to ensure downtown continues to be an active place filled with people doing positive things. In addition to this value, the Work Plan process identified specific topics for action. These topics included parking, accessibility and connections, streetscape, signage, visitor experience, market analyses, and building design. Lastly, the Work Plan prioritized work on primary routes including Railroad Avenue, Washington Street, Main Street, and connections to residential areas.

In 2014, the Community Development Department partnered with the Metropolitan Area Planning Council (MAPC) for a more in-depth look at the area around the commuter rail station. The project, called **Reimagining Railroad: Strengthening Connections Downtown**, sought to build upon the community's work in the *Downtown Work Plan*. The study looked for ways to better connect the commuter rail station to the residential areas and the activity and vibrancy of Downtown and the Harbor. The project aimed to make the city more walkable, functional, and prosperous while preserving the authentic character the community values. The report included a market study and demonstrated how infill development could be leveraged to achieve community goals. In Fiscal Year 2016, Planning staff will be examining how the City's codes could be modified to facilitate investment in the Railroad Avenue study area.



Building on an analysis begun in 2013, Planning staff continued to collect downtown **parking utilization** data in 2014. Data from the two years show that while there are some congested parking areas, overall, there is parking capacity. The data can be used in the future when looking at potential modifications to the parking system.

**Citywide:** Through grant funding from the Massachusetts Office of Coastal Zone Management, the Community Development Department conducted a **Climate Change Vulnerability Assessment Study** to better understand the city's current and future risk from flooding and coastal storms. The study also included recommended measures that may be taken to better prepare the community. While the assessment of future risk from flooding specifically focused on municipal infrastructure, mapping products were prepared for the entire community and may be used for guidance purposes.

Community Development staff completed the **Five-Year Consolidated Plan** and **Annual Action Plan** documents required by HUD to guide the utilization of CDBG funds. Through three public meetings and approximately 400 survey responses, staff were able to collect the community's priorities for the use of CDBG funds. The top priority was support for additional quality affordable housing.

**Planning Board:** During Fiscal Year 2015, Planning staff worked with the Planning Board on the following land use applications and regulatory activities:

### *Land Use Applications*

1. ANR Plans: The Planning Board acted on 14 Form A applications: 13 new applications were endorsed, and one application withdrawn.
2. Subdivisions
  - 5 lot definitive subdivision application reviewed, 52 Whittemore St—Approved
  - 1 lot definitive subdivision reviewed, 12 & 12R Cole Ave
  - 3 lot preliminary subdivision application reviewed, 4-6 Eastern Point Rd
3. Major Project Reviews
  - 78 Thatcher Road Major Project—vote to recommend approval
4. Site Plan Reviews
  - 3 Lexington Ave—Approved
  - 210 Eastern Ave—Approved
5. Rezoning Reviews
  - 27 Rocky Neck Ave rezoning—Approved

### *Regulatory Activity*

#### 1. Zoning Amendments

The Planning Board voted to recommend for City Council approval for the following items as a part of Harbor Plan implementation:

- Amend use table 2.3.1 restricting residential uses
- Amend footnote #1 to Section 2.3 affecting supporting use percentage in MI

The Planning Board voted not to recommend for the Council the following item:

- Add “Farmers’ Market” definition to Section VI

### *Planning Board Members*

- |   |                         |
|---|-------------------------|
| • Mary Rudolph Black, Vice Chair            | • Henry McCarl          |
| • Linda Charpentier (left board March 2015) | • Richard Noonan, Chair |
| • Doug Cook                                 | • Joseph Orlando        |
| • Shawn Henry                               |                         |

### **Conservation**

The Conservation Agent and Clerk support the work of the Gloucester Conservation Commission in administering the Massachusetts Wetlands Protection Act, the City of Gloucester Wetlands Ordinance and associated environmental regulations. The following Conservation permits were issued in Fiscal Year 2015:

- 53 Orders of Conditions were issued for projects, of those, two Orders of Conditions were approved for major projects
- 2 Resource Area Delineation
- 8 Extension permits were issued
- 39 Determinations of Applicability were issued
- 25 Letter Permits were issued
- 45 Certificates of Compliance were issued
- 0 Certificates of Emergency were issued
- 9 Violation notices were issued, 0 went on to formal enforcement

### Conservation Commission Members

- Charles Anderson (partial year)
- Linda Charpentier
- John Feener
- Barry Gradwohl
- Robert Gulla, Co-Chair
- Ann Jo Jackson, Co-Chair
- Helene Shaw-Kwasie
- Robert Sherman (partial year)

### Housing Highlights

In Fiscal Year 2015, the **Housing Rehabilitation Program** provided deferred loans totaling \$213,202 to ten projects. Funding is from the federal government through the Community Development Block Grant (CDBG) program. Projects included simple replacement of deteriorated exterior stairs, bathroom renovations, deck replacements, efficient window upgrades, complete re-roofing and siding replacement, lead abatement, electric service upgrades, improved ventilation, and structural repairs.

Clients who meet income eligibility requirements for the Housing Rehabilitation Program often may also qualify for fuel assistance through Action, Inc.—Cape Ann’s own Community Action agency. In addition to a modest annual stipend to offset heating oil costs, Action provides free home weatherization, roof repair, heating system maintenance or replacement, and efficient refrigerators. Leveraging Action’s free services frees up finite HUD grant money. Thus, the Community Development Department can provide loans to more of the city’s homeowners to address health and safety issues and code violations.

Nearly 30 percent of Gloucester households are considered “housing cost burdened”—they spend more than 30 percent of their income toward housing costs.

The City of Gloucester’s **First Time Homebuyer Program** supported five applicants in their first purchase of a home using a total of \$49,960 in federal funding through the HOME program. The Department received approximately \$66,411 for the program for the fiscal year beginning on July 1, 2015. (Remaining funds were committed to other applicants whose transactions were not completed by June 30, 2015.)

Community Development staff have been working with the Affordable Housing Trust and the Community Preservation Committee to explore opportunities and potential collaborations for the creation of additional affordable housing. In Fiscal Year 2016, the Department will be working with MAPC on the development of a Housing Production Plan which will include a housing needs and demand assessment, an analysis of regulatory (and other) barriers, a housing production goal, and strategies with an action plan to achieve the goals.

### Economic Development Highlights

The Community Development Department supports investment, business growth, and job creation by providing site selection assistance, technical assistance, loans, incentives, and marketing/promotion. Among the businesses staff worked with in Fiscal Year 2015 are: Audrey’s Florist (loan), Cape Ann Brewing Company, Inc. (loan), Cape Ann Saltworks (site selection, technical assistance), Common Crow (loan), Gloucester Marine Genomics Institute, Inc. (technical assistance), Gloucester Seafood Processing (technical assistance), National Fish (technical assistance), and Zeus Packing (technical assistance).



*Common Crow Ribbon Cutting*

The working waterfront has three key industry sectors: fishing and seafood processing, emerging marine science and technology, and tourism. The Community Development Department works to support economic development in these three areas.

For the first time in 20 years, the City participated in the Seafood Expo North America in Boston in March 2015. In addition to having a booth, Community Development staff coordinated meetings with international trade delegations at the Expo and led a tour of Gloucester for international business people. Staff partnered with the Gloucester Fishermen’s Wives Association and SnapChef and leveraged the Expo to promote redfish, an underutilized species, by serving redfish soup and holding a cooking demonstration with the Mayor.



*International Business Delegation Visiting Gloucester as Part of Seafood Expo North America*

The Department also launched the “Innovate Gloucester” identity at the Seafood Expo. The Innovate Gloucester identity is integrated with the Department’s social media presence, promotional materials, and various programs.



Building from work at the Seafood Expo, Community Development staff partnered with Gloucester’s Economic Development Industrial Corporation to explore an ocean cluster approach to economic development. The ocean cluster concept represents an evolution in thinking from the three working waterfront industry sectors to include all businesses that have a connection to the ocean. Research included traveling to Iceland to meet with Iceland’s Ocean Cluster team and the US Ambassador as well as engaging with local stakeholders. The ocean cluster effort will continue in Fiscal Year 2016.

Regarding real estate work, the Department completed the concept study for the Ocean Innovation Center at 65 Rogers Street and developed a Request for Proposals for the former Fuller School site. Staff continued to manage the Brownfields Assessment and Cleanup Programs funded by EPA. The City had previously hired Weston & Sampson Engineers of Peabody to be the lead consultant to implement the grant. During Fiscal Year 2015, staff managed projects at 112 Commercial Street and Ocean Alliance while continuing outreach about the assessment and cleanup programs.

A project undertaken during Fiscal Year 2015 was the development of the **Five-Year Tourism Marketing Plan**. Through the guidance of the Tourism Commission, staff worked with a consultant to develop the plan. In addition to marketing strategies, the plan recommended a new organizational and financial model for Gloucester tourism which includes the formation of a new private non-profit entity. Staff have been working with key tourism stakeholders to establish the new marketing non-profit with the goal of increasing overnight visitation and tourism spending.

In addition to the plan, staff continued to make improvements to the Stage Fort Park Welcoming Center, supported additional training of the Center’s volunteers, promoted the Cape Ann Cultural Districts mobile app, supported the work of the Harbortown Cultural District, and was successful in getting significant positive media coverage for Gloucester. Staff also led the establishment of the HarborWalk Summer Cinema at 65 Rogers Street which welcomed thousands of visitors over the summer.

**Other Community Development Highlights**

**Mass in Motion:** Mass in Motion is a statewide movement that promotes opportunities for healthy eating and active living in the places people live, learn, work and play. The ultimate goal of Mass in Motion is reduce obesity and chronic diseases such as diabetes, heart attacks and stroke. The program results in health benefits for individuals as well as improving Gloucester’s overall quality of life. Fiscal Year 2015 brought the completion of improvements to Burnham’s Field and the Oval Playground as well as the transformation of Get Fit Gloucester! into Mass in Motion Cape Ann.



*Improvements at the Oval Playground*

**Clean Energy and Green Communities:** In December 2010, Gloucester was designated a Green Community by the State’s Department of Energy Resources. As part of this designation, the City has committed to reducing municipal energy consumption by 20 percent. Beyond energy production, the City of Gloucester is striving toward greater energy efficiency. Through this increased efficiency, the City will consume less energy. Thus, the increased efficiency becomes our “first fuel” and the focus of the City’s Green Communities work.

The following activities were undertaken during Fiscal Year 2015:

- Green Communities Project 2014—O’Maley School heating system replacement;
- Streetlight Acquisition from National Grid;
- Procurement of three all-electric Nissan Leafs and a dual-headed charging station;
- Green Communities Grant 2015 secured for the LED Streetlight Retrofit; and
- Solar Feasibility Report.

**Community Preservation Fund:** Eleven projects funded through the Community Preservation Act (CPA) were approved by the City Council in 2014. Seven projects were recommended by the Community Preservation Committee to the City Council for approval in 2015. The City Council will consider these projects after June 30, 2015.

*Community Preservation Projects Approved by City Council*

<b>ORGANIZATION</b>	<b>PROJECT DESCRIPTION</b>	<b>AMOUNT FUNDED</b>	<b>YEAR</b>
Magnolia Library & Community Center	Installation of a sprinkler and fire alarm system	\$85,000	2014
Gloucester Writers Center	Rehabilitation to the Center including roof, gutters, trim etc.	\$10,000	2014
Rocky Neck Art Colony, Inc.	Phase II renovations, including HVAC, insulation and storm windows	\$50,000	2014
Cape Ann Historical Association (CA Museum)	Design and installation of a vertical platform ADA lift for auditorium	\$15,000	2014
Historic New England/Beauport the Sleeper-McCann House	Electrical and fire alarm upgrades	\$20,000	2014
Holy Family Parish	Construction of an elevator system for ADA access	\$50,000	2014
Oak Grove Cemetery	Survey and mapping of the cemetery	\$24,000	2014
City of Gloucester DPW working with Cape Ann Women's Softball League	Preliminary design work for installing new playing field lights at Matto's Field	\$12,679	2014
City of Gloucester, Community Development Department	Replacing two ball field backstops at Burnham's Field	\$50,000	2014
Burnham's Field Community Garden, Inc.	Replacement of an existing fence for the expansion of the community garden at Burnham's Field	\$5,000	2014
Gloucester Conservation Commission and Essex County Greenbelt	Preservation of Annisquam Woods property located off Hutchings Lane & Tufts Lane	\$50,000 (FY15 open space reserve)	2014

*Community Preservation Projects Recommended for Approved by Community Preservation Committee*

<b>ORGANIZATION</b>	<b>PROJECT DESCRIPTION</b>	<b>AMOUNT FUNDED</b>	<b>YEAR</b>
Action, Inc.	Gloucester rental and mortgage assistance program	\$24,750	2015
Action, Inc.	Preservation of Action Façade, Woolworth Building	\$70,000	2015
CA Women's Softball League & DPW	Matto's Field Rehabilitation – new lighting	\$70,000	2015
UU Church	Fire-Sprinkler & Deterrence Project	\$50,000	2015
Ocean Alliance	Tarr & Wonson Paint Factory – Interior Rehab for buildings A & B	\$70,000	2015
Gloucester Adventure, Inc.	Restoration of Schooner Adventure, Captain's Cabin	\$25,000	2015
St. John's Episcopal Church	Feasibility Study for housing @ St. John's Church	\$5,000	2015

## Fiscal Year 2015 Grants

Community Development staff actively pursue grant funding to advance City projects and initiatives. One of the key grants the City receives each year is the **Community Development Block Grant (CDBG)** from the Department of Housing and Urban Development (HUD). The Community Development Department administers these funds by providing various programs throughout the community. These programs must utilize at least 70% of the funding for low and moderate income residents.

In addition to the Housing Rehab and First Time Homebuyer programs already discussed, \$165,000 in CDBG funding was used to support Economic Development activities including the Small Business Loan Program and Action Inc.'s Home Health Aide job training program. Approximately \$117,000 in CDBG funds were used for eleven Public Services projects. These various projects addressed health issues, educational and youth programs, rental assistance, food assistance, domestic violence programs, and job training. Lastly, approximately \$78,000 supported the following Public Facilities projects: the Burnham's Field community garden, the Oval playground, and downtown sidewalk work.

Other grants awarded, applied for, and administered in Fiscal Year 2015 follow:

### *Fiscal Year 2015 New Grant Awards*

• Coastal Zone Management (Climate Change Vulnerability Assessment):	\$50,000
• Coastal Zone Management (Little River):	\$460,000
• Essex National Heritage Area (Stage Fort Park Welcoming Center):	\$2,500
• Executive Office of Energy and Environmental Affairs (Green Communities 2015, LED Streetlights):	\$240,000
• Mass in Motion (Cape Ann Year 1):	\$30,000
• Massachusetts Council on Aging (Safe Routes for Seniors, Railroad Avenue):	\$11,400
• Massachusetts Department of Environment Protection (Electric Cars):	\$32,500
• Massachusetts Our Common Backyard Grant (Oval Playground):	\$200,000
• Metropolitan Area Planning Council (Reimagining Railroad Study):	\$25,000
• US Department of Energy (Solar Technical Assistance):	\$10,000
• US Department of Housing and Urban Development (CDBG):	\$633,507
• US Department of Housing and Urban Development (HOME):	\$66,411
Total:	\$1,761,318

### *Fiscal Year 2015 Grant Applications Awaiting Decisions*

• US Department of Housing and Urban Development (Lead Paint Abatement):	\$1,320,000
• US Economic Development Administration (Blackburn Sewer Infrastructure):	\$550,000
Total:	\$1,870,000

### *Prior Fiscal Year Grant Awards with On-Going Grant Management*

• Executive Office of Energy and Environmental Affairs (Green Communities 2014, O'Maley Boiler Conversion):	\$250,000
• Executive Office of Energy and Environmental Affairs (Natural Resources Damages, Rubnichuk Grant, Burnham's Field):	\$197,000
• Gloucester Community Preservation Grants (Burnham's Field)	\$172,000
• Lahey/Addison Gilbert Hospital (Workplace Wellness)	\$6,000
• Mass in Motion (Get Fit Gloucester)	\$25,000
• Seaport Advisory Council (HarborWalk):	\$58,000
• Seaport Advisory Council (Planning and Economic Development):	\$87,000
• Town of Essex (contract for Open Space and Recreation Plan)	\$6,000
• US EPA (Assessment Grant)	\$325,500
• US EPA (Brownfields Revolving Loan Fund)	\$500,000
Total:	\$1,626,500

Through dedicated professional staff work, partnerships, and countless hours of committed volunteer work on boards and commissions, the Community Development Department was able to advance City planning, housing, and economic development activities during Fiscal Year 2015. Many projects will continue into the next fiscal year. For additional information on the plans, programs, and resources discussed in the annual report, please contact the Department at 978 281-9781 or visit the Department webpage at [www.gloucester-ma.gov/index.aspx?nid=264](http://www.gloucester-ma.gov/index.aspx?nid=264).

## 2015 Annual Report Gloucester Council on Aging

The Gloucester Council on Staff is dedicated to sustain our mission of serving as a focal point in our community where seniors and their families can access the local, state, and federal network of services for elders. Meaningful in our efforts, is working with the Council on Aging Board of Directors and the Friends of the Gloucester Council on Aging, to provide health, educational, recreational, and social programs and activities, according to the diverse needs and interest of older men and women in our community and beyond, to avail activities which encourage involvement and interest of younger seniors or “Baby Boomers” and to enhance and promote all that the City of Gloucester offers for a growing senior population.

- During the past fiscal year, 445 new people were enrolled in MySeniorCenter Program as new participants at the senior center. Gloucester’s Annual Report to EOE for the last fiscal year reported 4,502 seniors utilizing the senior center, of the 7,404 counted seniors age 60+. Our summary of volunteer time resulted in 48,276 hours of unpaid assistance.
- Attracting younger seniors to the opportunities at the senior center, we have outgrown space for several of our programs and the need to expand areas (open curtains, etc.) occurs for our growing Zumba, Longevity, History Sharing and Tai Chi, Memoirs and other sessions. The growing need for additional space needed at the senior center for planning activities and programs is not available and places a detriment on our present and future goals.
- Addison Gilbert Hospital (Lahey Health System) now offers several programs for seniors, both at the Rose Baker Senior Center and in partnership with the Cape Ann YMCA. Lahey Health System grant programs include:
  - ✓ Longevity sessions, twice weekly at the RBSC, led by a trained instructor from the YMCA. This program proves to be excellent and has grown in numbers, causing us to need additional space for those attending. Needed space is a great hardship.
  - ✓ A second program is water aerobics/swimming at the Y with YMCA instructor, twice weekly, on Tuesday and Friday. This also is a popular program.
  - ✓ A new program now beginning at the senior center is “Senior Steps,” with sessions three days each week for fifteen weeks. This important program is to help seniors with balance issues to prevent falling, which causes many to be hospitalized. The only time I could find open to allow this to happen is at 9:00 am. It is very difficult for some seniors to be up and away from home by 9:00 am.
  - ✓ Another new program Lahey is now offering is “A Matter of Balance.” MOB will be held two days each week for eight weeks. Tuesday and Thursday mornings at 9:00 again, is the only time open for this important program, which has different program aspects than Senior Steps.
- At COA request, Lahey Health offered a Skin Cancer Screening day at the hospital, for seniors. Thirty-six seniors took advantage of this free opportunity.
- Addison Gilbert Hospital conducted Lung Screening evaluations at the senior center.

- The Addison Gilbert Hospital monthly senior supper club, planned March-October, was a great success in the first year, and therefore, in November a special Turkey Dinner was added. This program is now in the second year.
- Fourth Annual Health and Wellness Fair offered with 30 Vendors participating, and 200 seniors attending. Farmers Market Coupons were distributed also at this event.
- Generous donor again offered funding to continue “Rosie’s Café” free luncheon each Thursday.
- Donated funding also supplies a Soup & Salad Bar with dessert every Monday and Salad Bar every Thursday for all ages to come and eat. The Salad Bar is prepared by The Open Door and is another great success with folks socializing while enjoying the fresh foods on the Salad Bar.
- A second group session of Mediation now begins. Seniors had requested this program.
- Elder Law Attorney Stephen Spano held an interesting and informative “Elder Law Education” session during Older American’s Month. This program is offered by MA Bar Association & MA Elder Law Attorneys and Gloucester COA takes advantage of this opportunity for expert information for seniors.
- Special Presentations included:
  - \*Addressing Clutter and Hoarding
  - \*Identity Theft
  - \*Open Enrollment Update
  - \*Elder Abuse
  - \*Arthritis Exercise
  - \*Feel Good Bingo
  - \*Senior Housing Options
  - \*Diabetes Fitness
  - \*MOLST Medical Forms Explained by RN and Board of Health
  - \*SNAP Clinic
  - \*MA Attorney General offered Tenant/Landlord Legal Rights
  - \*Senior Medicare Patrol
  - \*State Senator presentation explaining hospital admissions policy vs observation
  - \*Samaritans of Merrimack Valley presented two day training for Suicide Prevention for Survivors and session for Suicide and Aging / Gatekeeper workshop
  - \*Attorney offered a legal help session and also “Aging in the 21st Century were presented .
  - \*Professional magician offered a Magic Show and Senior Center Open House week happened during Older Americans Month.
  - \*Understanding Joint Disorders Program and Nutritional Eating for Brain Health programs were offered.
  - \* Antique American Patchwork Quilts were displayed
  - \* First Story Telling event with seniors and staff telling exciting stories as part of National Story Telling Month
  - \*MA Affordable Housing
- Several seniors took advantage of TRIAD’s CarFit program offered by the Essex County Sheriff’s Department.
- Art Program unveiled two additional “Neighborhood” quilts in ceremony. Unveiled were Rocky Neck Quilt, and Mayor Sefatia Romeo Theken unveiled the Downtown Quilt at City Hall with about 200 people attending the event. Only three of the sixteen quilts being made are left to complete.
- The Art Program also embarked on two new programs: The first is the Cloth Dolls project, introduced by an art program participant. Each handmade and colorfully dressed doll has a heart sewn in place. They have been distributed to children in hospitals and to seniors in local nursing homes. In addition, 100 dolls are being made for a humanitarian effort group traveling to the Dominican Republic this winter.
- Art Program students displayed an exhibition of their work by students in Water Color Classes.
- Art Program students held a public exhibition of portraits completed using a special grid method. Copies now hang in the senior center great hall for all to admire.

- Art Program students received an invitation to attend The North Shore Art Association, which included lunch and a special exhibition tour.
- Tax Aide Program filed taxes for 328 seniors and low income adults at the senior center two days, February through April.
- OT, PT and Geriatric students from North Shore Community College and Salem State worked with Supportive Day Care participants and held programs relating to Falls Prevention and Microwave Cooking for One.
- Supportive Day Care offered another exciting Talent Show to senior center participants; talents included a homeless man playing songs on the Guitar and singing songs of his native land. SDC held the annual Christmas in July Fair. As well, their stocking project filling personal care and other items into large homemade stockings for folks in homeless shelters continues to now include the Grace Center.
- Special program was introduced offering special exercise for people with Parkinson's Disease. Friends COA purchased special equipment for this program. DenMar Nursing Home offered a monthly support group without cost.
- Notary Public services are offered without charge for seniors, by local Notary.
- A local Attorney continues to offer free time for seniors monthly. Financial management assistance is also available without charge for seniors.
- 15 seniors attended the last AARP Safe Driving Course held. The program is offered every two years.
- In addressing the large number of seniors needing Medical insurance assistance, we offered B/C B/S, Tufts Medical, Prescription Advantage, United Health Care and other presentations including Open Enrollment Program offered by Lisa Rose. Our SHINE program continues to assist a growing number of seniors, and since January, on each Friday Mayor Theken is available at the senior center for Shine Assistance.
- Walgreens offered monthly Ice Cream socials also bringing nurses for flu and shingle shots and information.
- A new weekly Craft class began and made many interesting decorations for the senior center.
- Gloucester History Sharing Program began again in February and seniors are enjoying not only seeing Gloucester as it was, but also participating in adding their own memories.
- The Director attended Vulnerable Seniors Meeting with Healthy Gloucester Collaborative, Housing Authority, Police and others, High Risk Task Force and Cape Ann Emergency Preparedness Meetings.
- Also attended Emergency Preparedness and Sheltering training sessions. Staff attended Red Cross Emergency Shelter training and also Gloucester CERT events.
- Participated in "Take Back Drug Disposal" days at the senior center.
- Held a special early evening program "Planning for Medicare" for people approaching Medicare age.

- Held ongoing clinics for Special Shoes for Diabetics; about 45 seniors have benefitted.
- Computer classes continue now for fourteen years with dedicated volunteers. They now have introduced Facebook and iPad classes.
- The Memoir sessions continue to be a success. They have increased their time together twice monthly.
- The Monday Salad Bar, Soup and Dessert, and Thursday Salad Bar and Rosie's Café, all offered by generous donor, have greatly increased the number of people served meals on those days. Many folks come for the fresh and varied foods on the salad bar. Both programs are a huge success.
- Flu Shots Clinic administered 400 flu shots. We served lunch to the clinic staff and volunteers at Rosie's Café.
- RBSC hosted the VNA 100<sup>th</sup> Anniversary celebration event. Several Citations were offered at this time thanking VNA for their long commitment of caring service.
- VNA nurse continues to offer clinic four Wednesdays each month.
- Underway is the restoration and preservation of the five Banners "From Sea to Shining Sea" which were made with affection, of images depicting all 50 states after the 911 disaster occurred.
- COA began Annual Breakfast during Senior Center Month, sponsored by Friends COA. Now for four years, the breakfast is prepared by Friends and COA Board members, serving 120 people each event.
- Hosted entertainer Stephen Collins for his "Unlaunched Voices" presentation.
- COA hosted a MBTA Charlie Card day, taking pictures of seniors and submitted to MBTA for seniors 65+, half price fare on MBTA trains and buses.
- Yoga sessions are offered three times week, Tai Chi, now twice weekly, Reike twice monthly, and Zumba every Friday. On the last Friday each month, Zumba continues at OLGV hall, due to lack of space at the senior center.
- Last Friday each month, Open Door brings Senior Market, offering fresh fruit and vegetables, canned goods, with eggs, and other healthy eating items.
- Introduced this past summer was "Awakening Arts" sessions offering Japanese brush and ink watercolor painting techniques. Several students were delighted with this program. In the next class sessions, Art Instructor will include "Wet-in-Wet Watercolor and Chalk pastel exercises exploring the colors of autumn."
- 130 seniors attend Annual Barbecue at Stage Fort Park with entertainment.
- Students in the Singing Seniors class now offer their talents performing at local nursing homes.
- CATA information program offered connecting Veterans, active military and their families to ride services. [CANNRIDE.net](http://CANNRIDE.net)  
CATA as well offered an informational session telling about new bus routes and updated scheduling.

- “Community Care Collaboration” program was offered by Bedford Primary Care Hospital giving an overview of the services available for Veterans.
- Medical Appointment Transportation continues to be supported with stipend for volunteer drivers, by Friends COA.
- Director met with Director local Cable telephone network. Staff members received training on Cable cameras.
- Senior Center hosts “Learn to Cope” meetings.
- Seniors participated in Annual Sidewalk Bazaar at the senior Center.
- We hosted and participated in intergenerational and community programs with Healthy Gloucester Collaborative.
- Senior Center participated in the Community Giving Program at BankGloucester.
- Institution for Savings offered program for seniors about “Seniors at Risk for Fraud.”
- Senior Center hosted Salem State College Student Nurses with Instructor, for program training with the participants in Supportive Day Care Program.
- “Handy Sewing Lady” is available for seniors, mending garments at very reasonable cost.
- Hosted Lobster Roll Luncheon, from Seaport Grill, for 50 seniors.
- Friends of the COA funded installment of new rugs in the senior center, first and second floors.
- Friends of the COA funded purchase of new computers and printers for COA staff.
- Director gifted with HP Pro colored printer for office.
- COA member continues to purchase fresh flowers for Rosie’s Café Free Lunch each Thursday.
- National Falls Prevention Awareness Day this month will be recognized by AGH offering health screenings, information, demonstrations and giveaways with fifteen hospital volunteers

Nineteen Harbor Loop  
Gloucester, MA 01930



TEL 978-282-3012  
FAX 978-281-4188  
jcaulkett@gloucester-ma.gov

CITY OF GLOUCESTER  
HARBORMASTER'S OFFICE

FISCAL 2015 ANNUAL REPORT FOR THE HARBORMASTER'S OFFICE

The primary goal of the Harbormaster's Office is to ensure the safe navigation of local waterways by executing daily patrols and providing education to the boating public. Many boaters come to Gloucester each year to use the transient harbor moorings and explore our beautiful city, visit Wingaersheek Beach, or simply enjoy the coastal waterways. In most cases, the Harbormaster is the first representative of our city that a visiting boater meets, and acting as welcoming ambassadors to the port of Gloucester is an important role of the Harbormaster and his staff of 8 part-time assistants.

The Harbormaster oversees a variety of marine related services such as the assignment of permanent and transient moorings, management of town landings and commercial boat slips, administration of the public launching ramp, a free pump-out service that significantly contributes to keeping our waterways clean and for the third boating season has operated a successful launch service providing boaters a comfortable transit from their moorings or boats at anchor to the various public landings and restaurants on the waterfront. In addition to these services, the Harbormaster also engages in emergency search and rescue, towing of disabled vessels and provides support to other marine related law enforcement agencies located in Gloucester (MEP, Coast Guard, and GPD).

The Harbormaster provides coordination and support for various annual marine events including St. Peter's Fiesta, Horrible's Day Parade Fire Works, Howard Blackburn around the Cape Challenge and Labor Day Weekend Schooner Festival.

In 2015, the Harbormaster's Office carried out its 18<sup>th</sup> annual Safe Boating Class, providing boat owners with information and training on required equipment and safe vessel operation. This educational effort provides boaters with the skills necessary for safe operation within coastal waterways and should help to conserve resources by decreasing the need for emergency search and rescue operations.

Working closely with the local Conservation Agent and Shellfish Constable the Harbormaster coordinates site visits with waterfront property owners wishing to install piers, gangways and floats through flowed and filled tidelands ensuring best management practices are followed while protecting our natural resources.

## City of Gloucester Annual Report 2014

On Behalf of the Board of Health and Health Department  
Submitted by Noreen Burke, Health Director, 9/14/2015

The mission of the Gloucester Health Department is to provide leadership and advocacy in improving the health status of the Gloucester community. The Department works to address community health problems by preventing the spread of disease, improving emergency preparedness capacity, and identifying and confronting environmental and public health hazards.

During 2014, the Gloucester Board of Health and the Health Department spearheaded the following:

- Board of Health Regulations: community water fluoridation, keeping of fowl, tobacco control
- Coordination of a regional active living healthy eating coalition
- Environmental Health including on-site wastewater treatment systems and hoarding investigations
- Oral health with a focus on children
- Public Education to prevent diseases, investigation of communicable diseases affecting Gloucester residents and vaccination clinics
- Coordination of a regional public health preparedness coalition
- Coordination of a citywide and regional coalition to address substance abuse prevention

### *Board of Health Regulations*

The Board of Health provided leadership on two hot button issues in 2014, Keeping of Fowl and Community Water Supply Fluoridation. The Board determined after receiving community input that the current regulations provide enough authority to respond to concerns raised about the Keeping of Fowl. The fluoride debate continues with the posing of a non-binding ballot question to the electorate during the upcoming Mayoral Election cycle. "Shall the city continue to fluoridate the water?" The overwhelming science based answer of the Gloucester Board of Health is yes we should continue to fluoridate the community water supply.

In 2014, the Gloucester Board of Health strengthened its existing youth tobacco access regulations by adding nicotine delivery products. Further amendments were reviewed and accepted by the Board that included requirements for the sale of individual non-cigarette tobacco products, such as cigars and cigarillos; extending the tolling period for violations from 24 months to 36 months and strengthening the regulation with respect to vaping establishments.

### *Active Living, Healthy Eating:*

The Health and Community Development Departments worked collaboratively to secure a new Massachusetts Department of Public Health 3 year regional grant to fund Mass in Motion: Cape Ann. The new funding will build on the earlier success of "Get Fit Gloucester" to create conditions for more active lifestyles and access to healthier foods across the Cape Ann communities.

*Environmental Health:*

During 2014, 34 soil evaluations were witnesses, 106 system or site variances were addressed and 49 systems are undergoing improvement to meet Title 5 standards. In 2014 in partnership with the Police, Fire, Gloucester Housing Authority, and Senior Care 12 cases of hoarding and/or squalor were investigated. Hoarding Taskforce members have created hoarding response outreach materials. They are provided to families, landlords and individuals impacted by hoarding.

*Oral Health with focus on Children:*

The Children's Dental Center installed a state of the art Panorex X-ray machine in 2014. This is an essential diagnostic tool providing young patients the best clinical evaluation of their dental needs. In addition the office received a long overdue facelift of painting and new flooring that brightens the space making the overall office visit experience more pleasant.

*Public Education to Prevent Diseases, Investigation of Communicable Diseases affecting Gloucester residents, and Vaccination Clinics.*

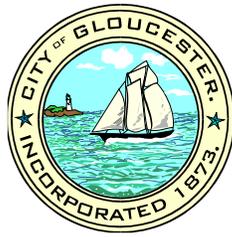
The Health Department, through its Public Health Nurse continued its public education to prevent diseases spread by ticks including Lyme disease and Mosquito Borne Illness such as West Nile Virus (WNV) and Eastern Equine Encephalitis (EEE). Probable and confirmed cases of Lyme disease are active on our communicable disease surveillance report. 2500 residents received influenza vaccinations from the Department in 2014 while 130 eligible residents received the shingles vaccine. The Public Health Nurse partnered with the North Shore Health Project to ensure that all residents living with HIV and Hepatitis C infections have access to information, education, screening and treatment.

*Public Health Preparedness:*

The Public Health Emergency Preparedness grants have benefited Gloucester and surrounding Cape Ann communities. Medical and non-Medical Reserve Corps volunteers are recruited and trained to support regional emergency response and community-wide activities such as staffing local shelters and volunteering at flu clinics.

*Substance Abuse Prevention:*

Healthy Gloucester Collaborative mission is to increase the health and well-being of Gloucester residents by reducing illicit substance use and prescription medication abuse. In 2014 Healthy Gloucester Collaborative continued support for the First Responder Nasal Narcan Program, expanded the SBIRT (Screening, Brief Intervention and Referral to Treatment) program for alcohol and drug abuse prevention, staffed the Gloucester Middle and High School youth program known as Gloucester Youth Council, increased data capacity with on-line Overdose Tracking System, joined with Gloucester Licensing Commission to train all alcohol licensees in the city on best practices to restrict alcohol access to minors, continued support for the City of Gloucester Medications Disposal program, facilitated the High Risk Taskforce, held four large community educational forums on drugged driving, and continued to provide regional leadership to our partner communities of Beverly and Danvers.



**CITY OF GLOUCESTER**  
OFFICE OF INFORMATION SERVICES  
www.gloucester-ma.gov

TO: Jim Destino, Chief Administrative Officer  
CC: John Dunn, Chief Financial Officer  
FROM: James Pope, Director Information Services  
DATE: September 14, 2015

**RE: FY15 Annual Report**

The Information Services Department provides technology and communication solutions to City departments in order to empower departments to deliver services more efficiently and effectively. The IS Department is currently focused on modernizing the City's Information and Technology infrastructure, resulting in new enterprise class systems capable of supporting the growing needs of City employees, Gloucester's residents and visitors.

**FY15 Operations Summary**

- 1035 support tickets created during FY15
- Emergency Replacements
  - Citrix Application Server
    - BudgetSense and RevenueSense
  - Vision Server
    - Appraisal Software
  - DPW Network Yard
    - Accident prompted replacement of network cabling
  - City Hall
    - Network switch failure
- Outsourced GIS maintenance
- Changed an FTE to IT Support, improving departments capacity

**FY15 Major Projects Summary**

- Windows XP Replacement
  - 72 Desktops and laptops replaced.
- New Cloud Based Applications and Services
  - SeeClickFix - Citizen Request Management system.
  - Replaced on premise hardware with a Cloud Based unified archiving, anti-spam, anti-virus and business continuity solution for the City's email system
  - Abutter's Address List Tool and GIS Viewer moved to Cloud Servers.
  - Basecamp - Project Management System
- Selection of Permitting Application, FY16 to bring online
- Replaced Disk-to-Tape Backup Strategy with Disk-to-Disk

City Hall Annex  
Three Pond Road  
Gloucester, MA. 01930



TEL 978.281.9777  
jpope@gloucester-ma.gov

**CITY OF GLOUCESTER**  
**OFFICE OF INFORMATION SERVICES**  
www.gloucester-ma.gov

**FY16 Goals and Objectives**

- Start of MUNIS implementation
- Improve time-to-first-response on the anticipated 1200 support tickets for FY16
- \$1.35M Capital Project
  - Modernization of GHS Server Room
    - Electrical Service, HVAC, Dry Fire Suppression
    - Server Hardware Replacement
    - Core Network Hardware Replacement
  - Replacement of Electrical and Data Wiring at City Hall
    - Renovations to the City Hall Server Room
  - Video Presentation System Upgrades for Kyrouz Auditorium
  - City Wide Phone System Replacement
- Roll out of new Permitting Application
- Advocate for technology initiatives
  - Enterprise Content Management
  - Paper reduction
- Virtualized Servers for all major applications
- Unified City, School and Police Department Backup Strategy



CITY OF GLOUCESTER  
INSPECTIONAL SERVICES  
3 POND ROAD □ GLOUCESTER MA 01930  
PHONE 978-281-9774 FAX 978-282-3036

INSPECTIONAL SERVICES  
ANNUAL REPORT FY 15

William Sanborn  
Inspector of Buildings

The primary mission of the Inspectional Services department is to ensure the safety of the public while living and working in the buildings throughout the city. By use of such tools as the Building Codes and the Zoning Ordinance, the Building Inspector works to ensure that buildings in the city meet sufficient standards to protect both the health and the quality of life for the citizens and visitors of this city.

Inspectional Services include the Inspector of Buildings, one full-time and one part-time Local Building Inspector/Zoning Enforcement Officer, Vacant Building Inspector, Plumbing Inspector, Electrical Inspector, Sealer of Weights and Measures and two full-time Clerks.

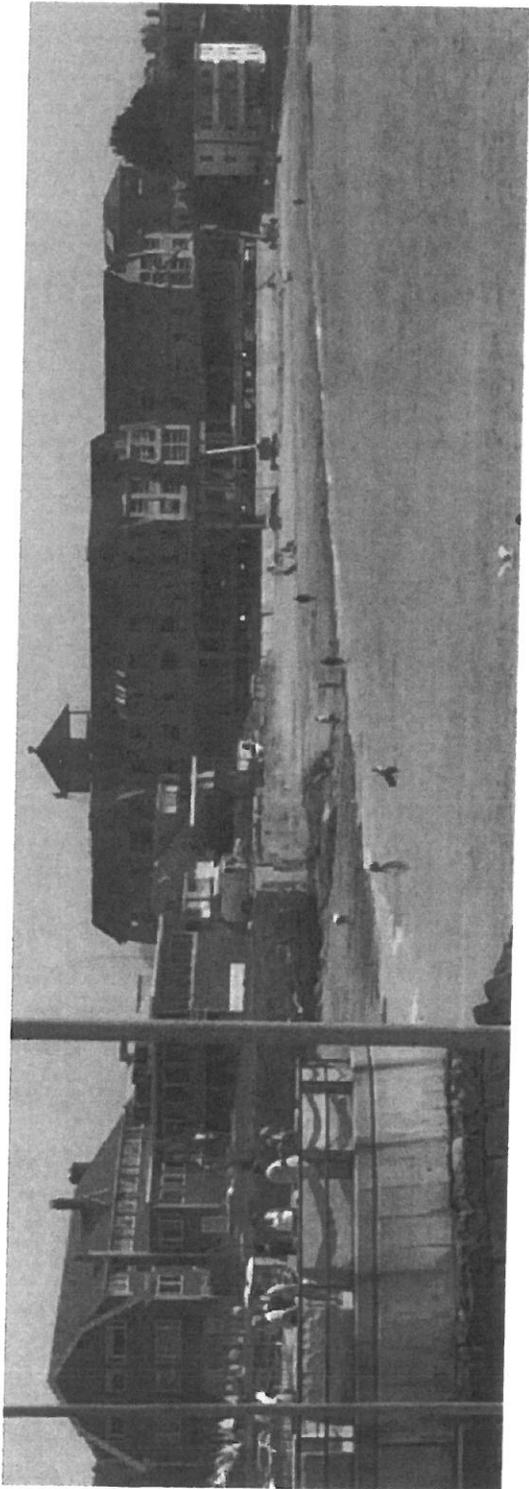
The Vacant Building program was created in 2009. Its purpose was to monitor vacant buildings and assure that they were maintained so as not to become blatant neighborhood problems. The program has been very successful and has grown to the point that we now have a part-time Inspector dedicated and paid for from the revenues generated by the program. We have demolished two buildings, have cleaned up numerous properties and secured several buildings citywide. To date there have been over 200 (two-hundred) buildings identified as vacant and currently 50 (fifty) buildings are on the active list; the revolving account has in excess of \$100,000.<sup>00</sup> (one hundred thousand dollars).

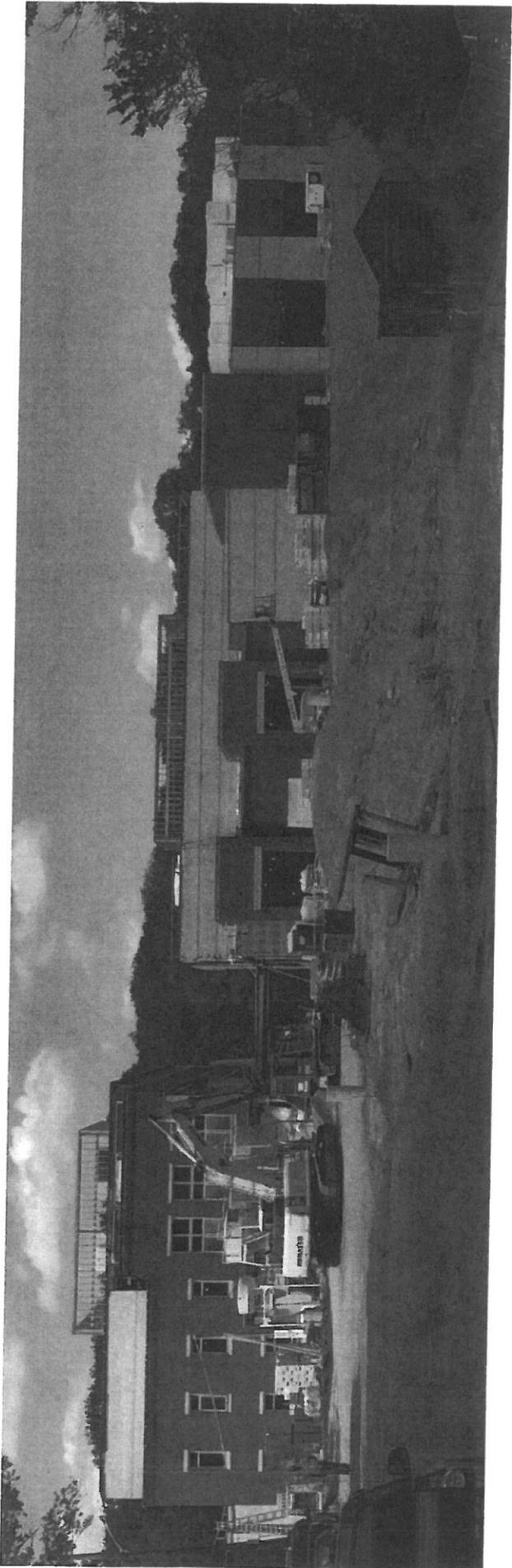
Inspectional Services has resurrected the Piling Ordinance. Most waterfront property owners have been notified that they must bring their pile-supported structures into compliance.

During the past fiscal year, this department has issued over 1300 building permits including building permits for the West Parish School, the Beauport Hotel, 3 Mansfield Street (a multi-family & commercial building at the corners of Washington and Mansfield Streets), and a number of large single family homes. We also continue to see a large amount of small building projects.

We have just finished the permitting process for the rebuilding of the Gonzaga Retreat House on Eastern Point—construction started in July.

The construction industry in Gloucester was very strong in FY15. It continues to be strong and the indications point to the construction industry continuing to be strong throughout FY16.

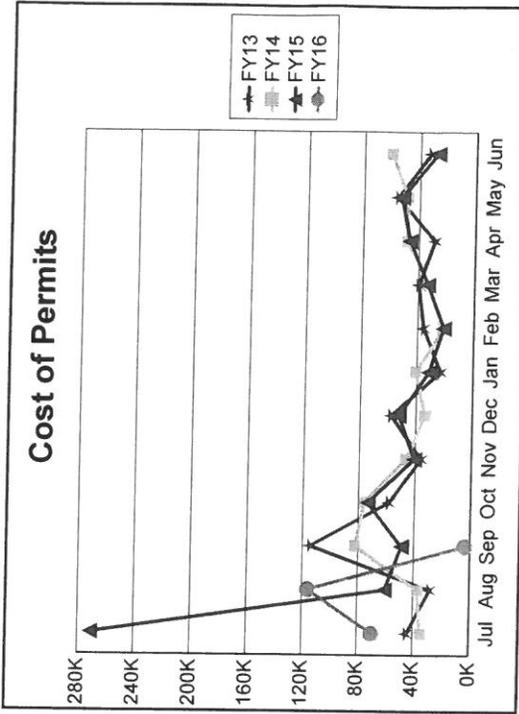
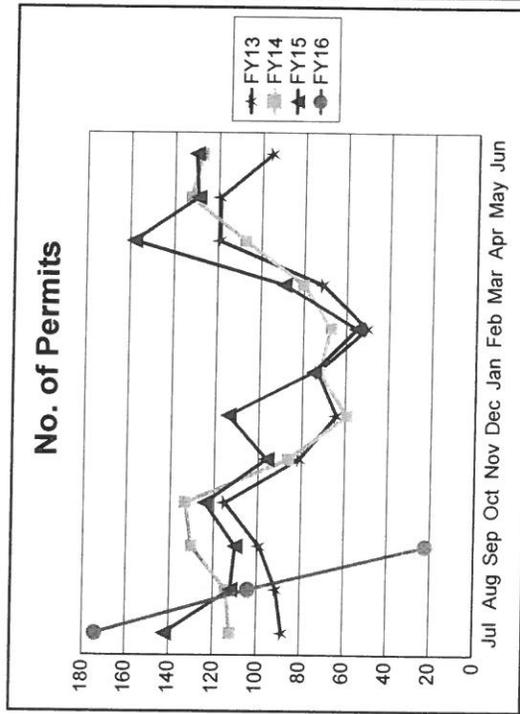




**City of Gloucester  
Building Department  
Permits - Dashboard (fiscal)**

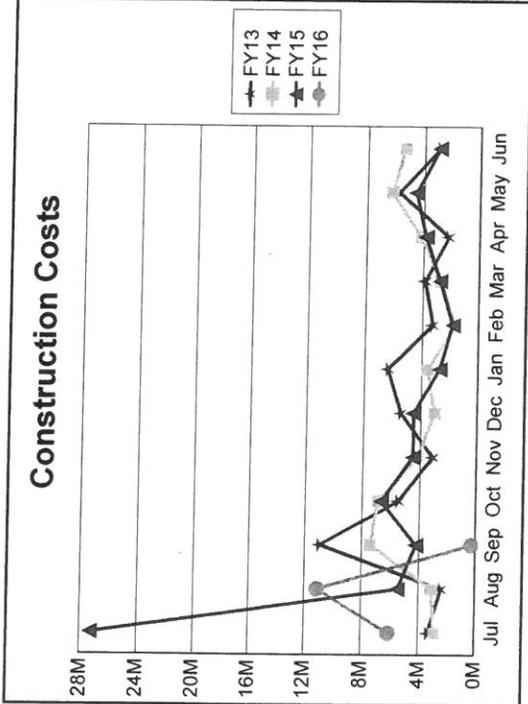
**Building**

	FY13	FY14	FY15	FY16
Jul	88	112	142	174
Aug	\$44,176	\$34,360	\$270,440	\$69,335
Sep	\$27,997	\$36,700	\$60,230	\$115,870
Oct	\$114,511	\$81,536	\$48,580	\$3,710
Nov	\$57,639	\$75,560	\$73,063	\$0
Dec	\$35,519	\$46,280	\$40,505	\$0
Jan	\$57,384	\$33,290	\$51,890	\$0
Feb	\$22,895	\$40,340	\$31,120	\$0
Mar	\$35,415	\$20,990	\$21,410	\$0
Apr	\$39,645	\$32,950	\$33,060	\$0
May	\$28,328	\$47,880	\$46,355	\$0
Jun	\$55,208	\$48,175	\$52,520	\$0
Total	\$551,257	\$558,021	\$756,483	\$188,915



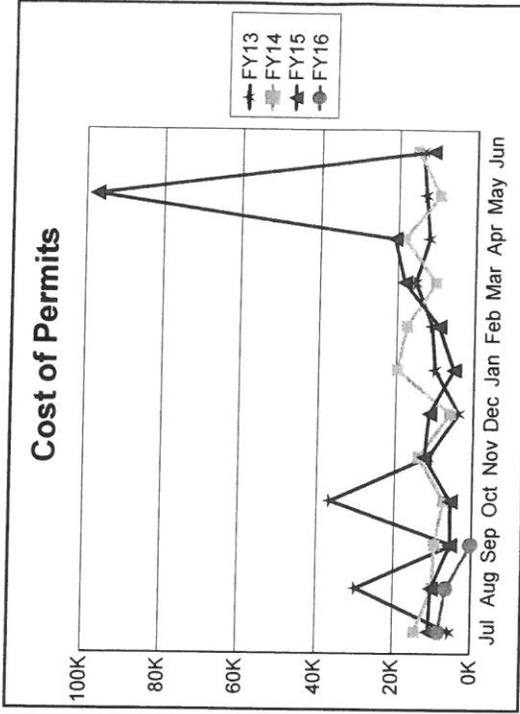
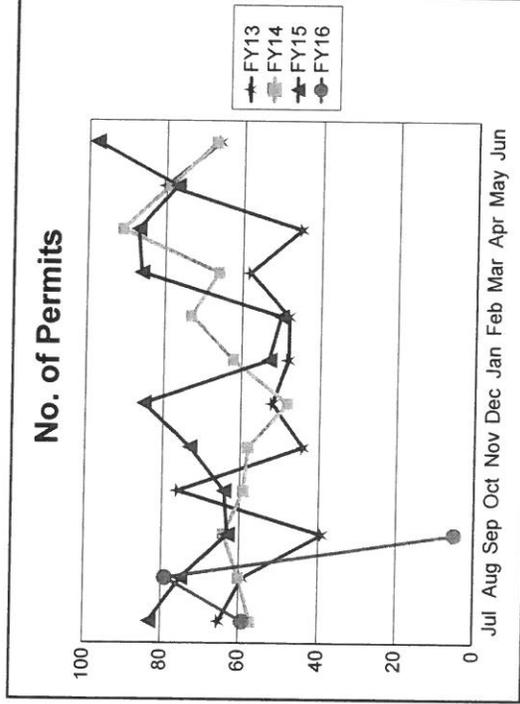
**Construction Costs**

	FY13	FY14	FY15	FY16
Jul	\$3,323,500	\$2,889,144	\$27,264,721	\$6,079,140
Aug	\$2,408,500	\$3,081,385	\$5,485,150	\$11,067,260
Sep	\$10,905,504	\$7,390,964	\$4,241,000	\$261,000
Oct	\$5,492,600	\$6,893,100	\$6,682,300	\$0
Nov	\$3,119,900	\$4,156,925	\$4,521,500	\$0
Dec	\$5,418,400	\$3,034,905	\$4,531,501	\$0
Jan	\$6,352,177	\$3,592,723	\$2,736,500	\$0
Feb	\$3,275,628	\$1,644,000	\$1,835,400	\$0
Mar	\$3,855,166	\$2,729,508	\$2,803,705	\$0
Apr	\$2,235,011	\$4,175,214	\$3,835,300	\$0
May	\$5,753,800	\$6,225,010	\$4,556,595	\$0
Jun	\$2,914,686	\$5,340,444	\$2,926,235	\$0
Total	\$55,054,872	\$51,153,322	\$71,419,907	\$17,407,400

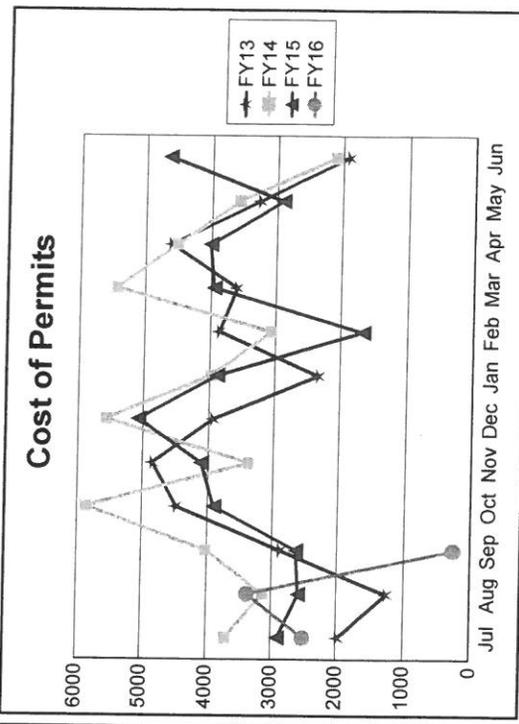
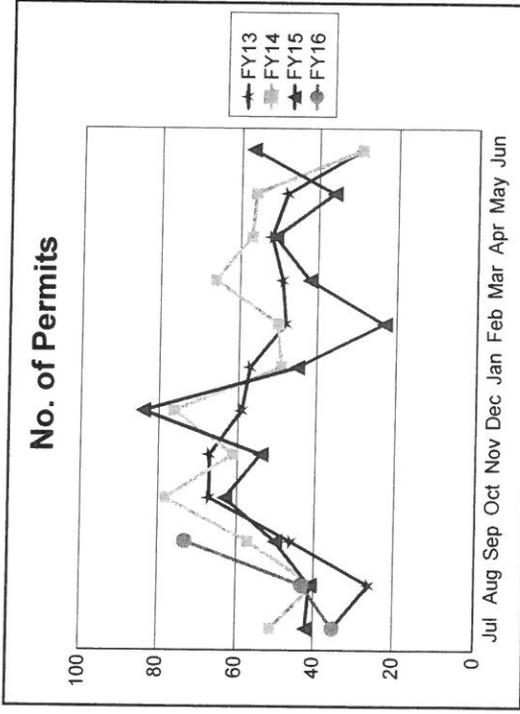


**City of Gloucester  
Building Department  
Permits - Dashboard (fiscal)**

**Electrical**



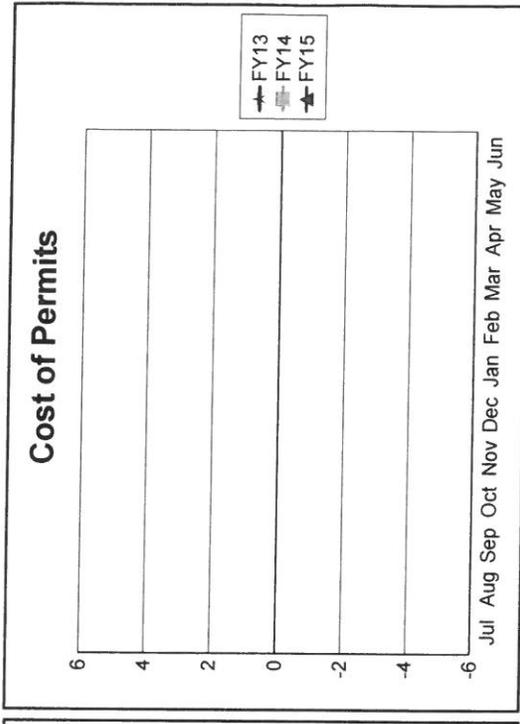
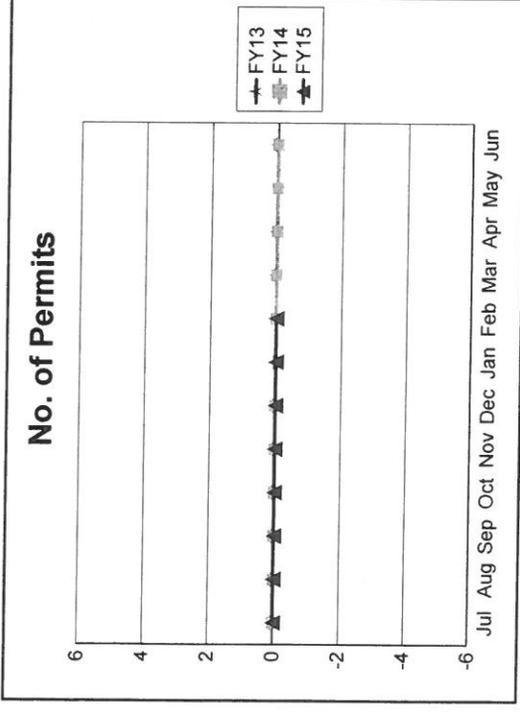
**Gas**



## City of Gloucester Building Department Permits - Dashboard (fiscal)

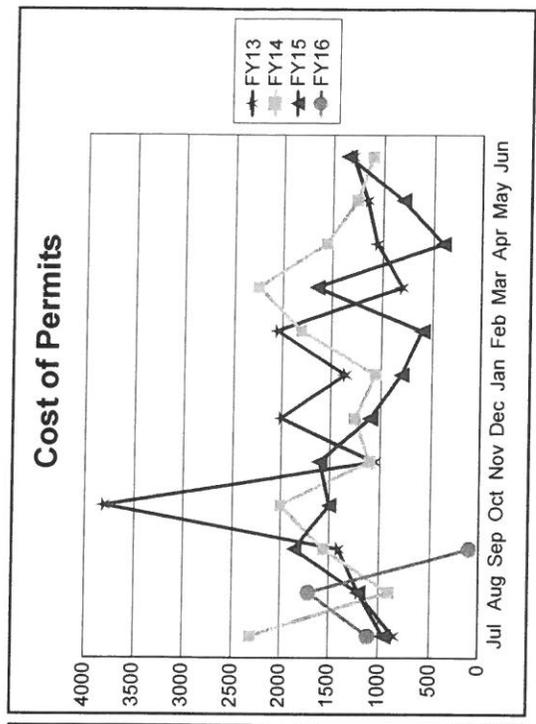
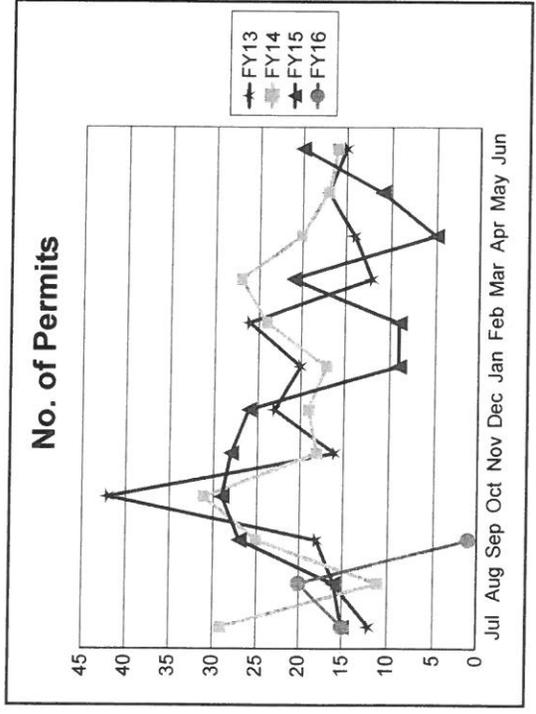
### General

	FY13	FY14	FY15
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Jan	0	0	0
Feb	0	\$0	0
Mar	0	0	0
Apr	0	0	\$0
May	0	0	\$0
Jun	0	0	\$0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>



	FY13	FY14	FY15	FY16
Jul	12	29	15	15
Aug	\$850	\$2,300	\$950	\$1,100
Sep	16	11	16	20
Oct	\$1,200	\$900	\$1,200	\$1,700
Nov	18	25	27	1
Dec	\$1,400	\$1,550	\$1,850	\$100
Jan	42	31	29	0
Feb	\$3,800	\$2,000	\$1,500	\$0
Mar	16	18	28	0
Apr	\$1,050	\$1,100	\$1,600	\$0
May	23	19	26	0
Jun	\$2,000	\$1,250	\$1,100	\$0
Jul	20	17	9	0
Aug	\$1,350	\$1,050	\$800	\$0
Sep	26	24	9	0
Oct	\$2,050	\$1,800	\$600	\$0
Nov	12	27	21	0
Dec	\$800	\$2,250	\$1,650	\$0
Jan	14	20	5	0
Feb	\$1,050	\$1,550	\$400	\$0
Mar	17	17	11	0
Apr	\$1,150	\$1,250	\$800	\$0
May	15	16	20	0
Jun	\$1,300	\$1,100	\$1,350	\$0
<b>Total</b>	<b>231</b>	<b>254</b>	<b>216</b>	<b>36</b>
	<b>\$18,000</b>	<b>\$18,100</b>	<b>\$13,800</b>	<b>\$2,900</b>

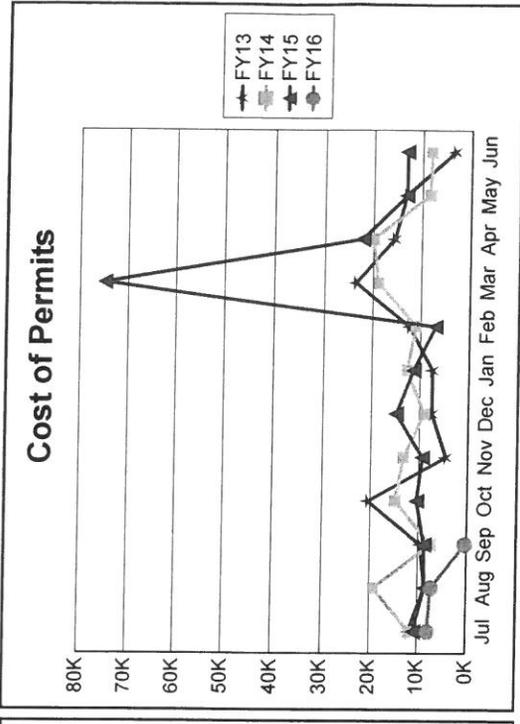
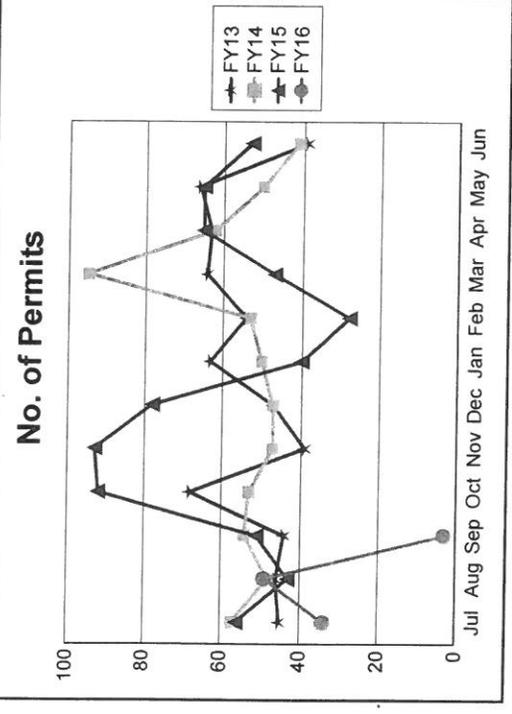
### Mechanical



**City of Gloucester  
Building Department  
Permits - Dashboard (fiscal)**

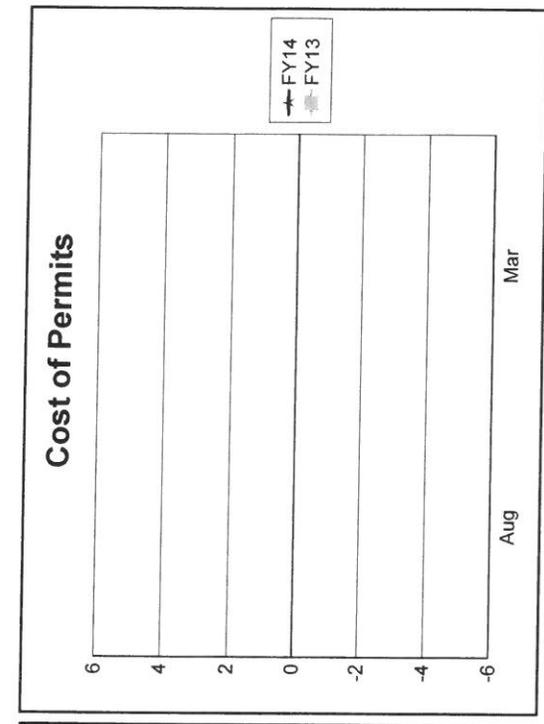
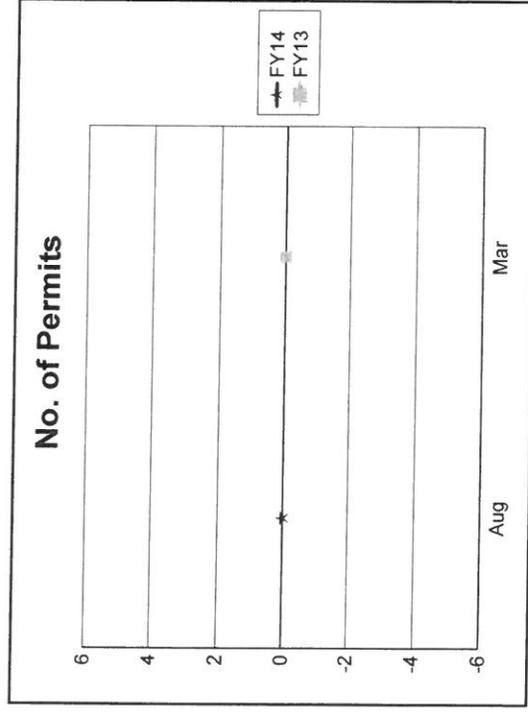
**Plumbing**

	FY13	FY14	FY15	FY16
Jul	45	57	56	34
	\$11,689	\$11,578	\$10,778	\$7,830
Aug	46	48	43	49
	\$8,541	\$19,061	\$8,516	\$7,226
Sep	44	54	51	3
	\$9,461	\$7,259	\$8,710	\$300
Oct	68	53	92	0
	\$20,369	\$14,703	\$10,304	\$0
Nov	39	47	93	0
	\$4,425	\$13,125	\$9,247	\$0
Dec	47	47	78	0
	\$7,403	\$9,036	\$14,790	\$0
Jan	63	50	40	0
	\$7,397	\$12,516	\$11,287	\$0
Feb	54	53	28	0
	\$12,242	\$10,787	\$6,915	\$0
Mar	64	95	47	0
	\$23,424	\$18,743	\$74,809	\$0
Apr	63	62	65	0
	\$15,496	\$19,824	\$22,159	\$0
May	66	50	65	0
	\$13,179	\$8,235	\$13,140	\$0
Jun	39	41	53	0
	\$3,234	\$8,056	\$13,134	\$0
<b>Total</b>	<b>638</b>	<b>657</b>	<b>711</b>	<b>86</b>
	<b>\$136,860</b>	<b>\$152,923</b>	<b>\$203,789</b>	<b>\$15,356</b>



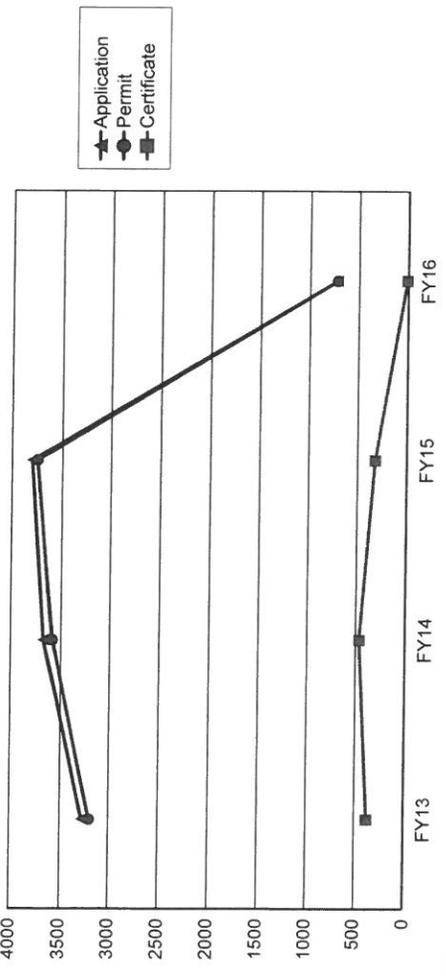
**Trench**

	FY13	FY14
Aug	0	0
	\$0	\$0
Mar	0	0
	\$0	\$0
<b>Total</b>	<b>0</b>	<b>0</b>

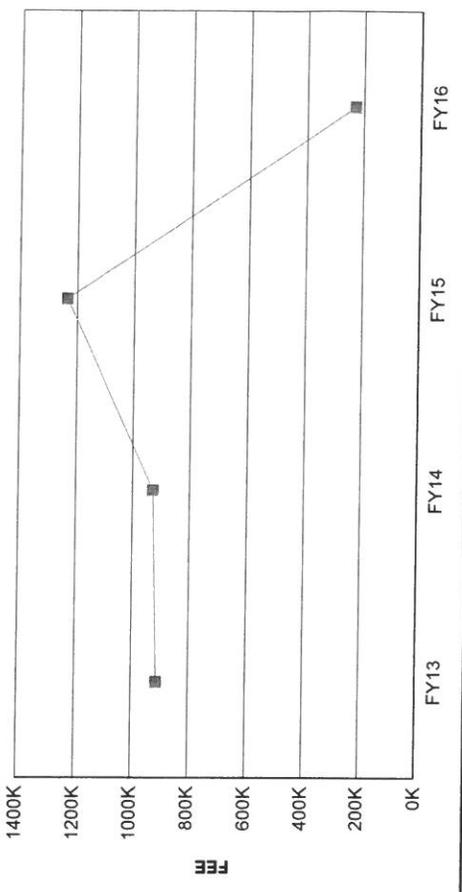


# City of Gloucester Building Department Permits - Dashboard (fiscal)

**Number of Applications / Permits / Certificates issued**

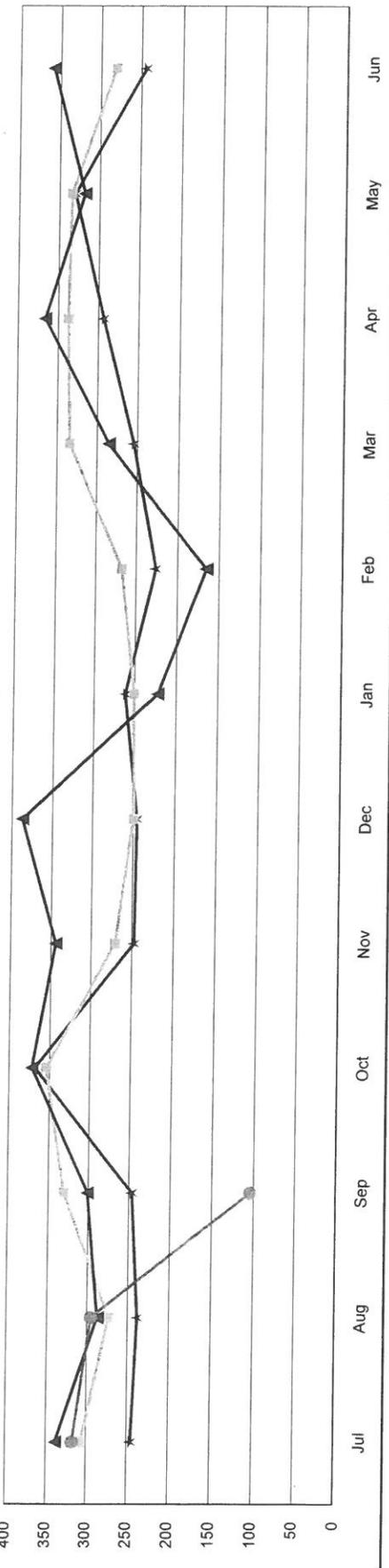


**Total Permits Fee**



	FY13	FY14	FY15	FY16
Number of Applications issued	3,271	3,670	3,798	718
Number of Permits issued	3,197	3,584	3,743	716
Number of Certificates issued	371	460	318	10
Total Fee	\$910,810	\$926,753	\$1,233,368	\$228,083

**Permits by Month**



City Hall  
Nine Dale Avenue  
Gloucester, MA 01930



TEL 978-281-9742  
FAX 978-282-3055  
spolzin@gloucester-ma.gov

## CITY OF GLOUCESTER PERSONNEL DEPT

# DEPARTMENT OF HUMAN RESOURCES

The Department of Human Resources, under the general supervision of the Director recommends, formulates, communicates, implements and interprets policies and procedures for all City personnel and ensures that the city is in compliance with applicable Federal and State employment laws and regulations, collective bargaining agreements and City of Gloucester personnel and payroll ordinances. We are responsible for recruitment and hiring which includes researching and writing of job descriptions, verifying filling of positions with the administration and posting and advertising those vacancies, screening applications and assisting in the new hire selection. The personnel team is comprised of 2 full time staff, the Director and liaisons' closely with the payroll staff.

The Director serves as the lead negotiator and representative for the city to the various unions. We assist department heads with compliance with CBAs, and assist with grievances, discipline and mid-term negotiations.

The Department also administers 111f benefits for police and fire, worker's compensation, life, health, dental and soon vision and long/short term disability insurances. The Director serves as chair of the City's nonunion catastrophic illness leave bank.

The Department with the assistance of the payroll department manages unemployment compensation, administers CORI for all pre-employment and volunteers, coordinates pre-employment physics along with drug screens along with US DOT mandated quarterly random and coordinates the EAP for city employees and their families.

The Director chairs the PEC and represents the city in any insurance advisory meetings

This year has seen the hiring of major department heads such as Library Director, General Counsel and Assistant General Counsel, a number of mid management positions for the DPW, 7 reserve patrolmen and 2 firefighter/paramedics as well as the City's Public Health nurse. We worked closely with the interim Mayor to help her bring on board the CAO and staff her office to her requests. We continued to have our monthly labor management meetings with AFSCME A and B units and successfully resolved issues before they became grievances or problems. We responded to a small number of police and fire grievances at the step two levels (Director) and continued to maintain open communication with all unions.

City Hall  
Nine Dale Avenue  
Gloucester, MA 01930



TEL 978-281-9742  
FAX 978-282-3055  
spolzin@gloucester-ma.gov

## CITY OF GLOUCESTER

### PERSONNEL DEPT

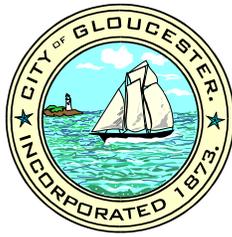
The ACA (“Obamacare”) continues to be a source of change and preparation for both Human Resources and the Finance Department. We have worked closely with John Dunn’s staff in complying with all the requirements and have maintained a close communication with the School Department in this area.

The Director and the Benefits Agent negotiated with the PEC to finish outstanding business with the GIC contract, including the hard fought issue surrounding savings and their calculation and distribution. We have also evaluated and will be changing our life insurance vendor and will shortly be adding vision care as well as short and long term disability insurance.

The Director has worked very closely with the EAP vendor to work out the program and content for the Mayor’s department head leadership seminar, which will be held September 22, 2015 and I continue to look for low cost but effective training and development for all of the city’s employees.

Sally Polzin  
Director

City Hall  
Nine Dale Avenue  
Gloucester, MA 01930



TEL 978 281 9710  
FAX 978 281 8763  
purchasing@gloucester-ma.gov

**CITY OF GLOUCESTER**  
**OFFICE OF THE PURCHASING AGENT**  
www.gloucester-ma.gov

**Donna M. Compton, Purchasing Agent, CPO**

The Purchasing Department contracts all activities related to buying, leasing, renting or otherwise acquiring supplies and services for all City and School Departments. The Department provides procurement advice and assistance in the preparation and execution of all procurement documents including, quotes, invitations for bids, request for proposals, leases, sale of city properties, disposition of surplus materials, evaluation of bids and proposals as well as writing and executing contracts. The Department also reviews all purchase orders to ensure that procurement laws have been followed prior to approval.

Along with all the normal annual bids for supplies and services, the Department had many successful bids in fiscal year 2015. The West Parish School which is on budget and on schedule, new boilers for O'Maley School and City Hall and the Stacy Boulevard and Blyman Canal Bulkhead Improvements are some examples.

A two and a half person department, the Purchasing Department is comprised of the Purchasing Agent, the Assistant Purchasing Agent, Stacey Capone and part time clerk Kristine Joseph.

All current bidding opportunities are listed online on the City of Gloucester's website.

**OUR STATISTICS**

CATEGORIES	QUANTITY
City and School Purchase Orders Issued	3909
City and School Invitation for Bids , Request for Proposals and Contracts issued	168
For a total dollar amount of :	\$42,830,000.00



Gloucester Lyceum & Sawyer Free Library  
July of 2014 through June of 2015

To the Honorable Sefatia Romeo Theken, Mayor, Members of the City Council, and Residents of Gloucester

The Sawyer Free Library welcomed nearly 74,000 visitors. Throughout Cape Ann, people came to the library to pick up books and movies, attend a Lyceum program, meet a friend, play a game, tutor or be tutored, listen to stories, research local history, participate in a meeting, a class, Count Down to Kindergarten.....14,610 people attended 608 programs. The library was open 59 hours a week, 6 full days a week, and 4 evenings a week past 5 pm during the school year. The library offered remote access 24/7 so that resources were available even after the doors closed.

The library has a talented, dedicated staff who are called to commit, work hard, produce, create, and deliver the best services and programs possible. We handled about 300,000 circulation transactions and answered 15,000 information queries. Self-check workstations were installed at the central and children's service desks to ease the staff workload and for the convenience of borrowers. The types of activity required of the staff will remain work intensive as traditional public library services are maintained and new technologies and platforms are introduced.

We support and contribute to the larger community in several ways. Outreach to elders and homebound residents continued to expand through a network of volunteers and the Friends coordinated by Cindi Williams. The library was an active member of the Harbortown Cultural District with the Library Director serving as Vice Chair. Our Technical Services Librarian, Helen Freeman serves on the NOBLE Network Electronic Resources and Databases Working Group.

The library bid farewell to several staff members. Mari Martin, Children's Library Assistant, assumed management of Toad Hall Bookstore in Rockport. Emily Nicasro, High School Page, left to work at another library. Judy Oski, Reference Librarian, retired after serving Gloucester for 27 years. We are grateful for her professionalism and dedication and thank Judy for her exemplary service to the residents and visitors of the city. Freyja Sanger, Acting Director & Assistant Director, worked on the redesign of the website, participated on the strategic planning committee, and led the staff through the transition between permanent library directors. She decided to be a full-time mother and move to Maine. Eileen Smith, Children's Library Assistant, accepted a position at the Topsfield Public Library.

And new staff came on board. Diana Cummings joined the Children's staff as a Library Assistant. She brings over 20 years of public library experience and is a consummate customer service professional. Kristen Jaques joined the Children's staff as a Library Assistant. She earned her MLIS from Simmons College. She has a wide range of skills having worked in both academic and public libraries in the last decade. Deborah Kelsey began as the Library Director in August. She earned her MLIS at Simmons College. She has extensive experience as a library administrator, as well as a librarian focused on technology, archives, reference, interlibrary loan, teen and children's services. She served as chair to many working groups and committees of the

Minuteman Library Network, and on the board of directors of the Massachusetts Library System, the New England Library Association and Literacy Unlimited.

And there were several staff promotions. Lewis Parsons, Gloucester native, was promoted to Local History Librarian from Reference Assistant. He earned his MLIS from Rutgers University. Beth Pocock was promoted to Assistant Director from Reference Assistant. She earned her MLS from the University of Michigan. Beth has worked as a librarian, music director, minister and therapist. Beth thinks, writes and speaks about reading literary fiction as a spiritual practice. Lisa Ryan, Gloucester native, was promoted to Technology Librarian from Assistant Children's Librarian. She is earning her MLIS at Simmons College.

We congratulate Lewis Parsons, Local History Librarian, and Christy Rosso, Head Children's Librarian, for completing their graduate studies.

The library collections are in transition as print books are balanced with e-books and some materials are now being purchased in multiple formats. The Gloucester Picks collection was created to invite community participation in the library's collection management process.

To increase service, safety, and security staff were relocated to the public areas of the library. The Teen Zone was moved to a corner on the second floor to reduce noise. Comfortable seating was installed on all three floors. Additional wall shelving was added for magazines and new books. Some stacks were removed to improve flow and presentation. Two accessible rooms were made available for use by the public and the Wellspring program.

We appreciate the support of 74 awesome volunteers who expanded the capacity of the library's staff by working 3,650 hours. We are especially grateful to Judy Bannon for her extraordinary 27 years and Eleanor Hatcher for her 10 years of volunteer service.

The members of the Board of Directors, led by President Scott Memhard, devoted many hours deliberating about the library's needs, revising bylaws, addressing building and grounds issues, drafting policies, communicating with stakeholders, fundraising, acting as liaisons to various groups and committees, weeding the gardens, monitoring investments, and developing financial procedures and budgets.

Thanks to the Lyceum Committee, chaired by Mary Weissblum, who worked consistently and tirelessly to conceive, plan, and host stimulating and interesting programs throughout the year. The Lyceum and the Cape Ann Museum collaborated on an amazing program on Dogtown.

Thanks to the Art Advisory Committee for engaging the creative community to support the library through the Art Auction and funding programs, collections, and scholarships.

Thanks to the Friends of the Library for supporting and enhancing library services and programs. This year the Friends funded museum passes, the outdoor book drop in the parking lot, a portable large flat screen TV with Apple TV and Wii gaming system, programs and the self-check stations. We thank the Friends Presidents Gail Sarofeen and Dennis Corkery, and all the Friends for their invaluable support and generosity.

We are grateful for the financial generosity of many individuals and organizations. Finally, thank you, the residents of Gloucester who by supporting the library with your tax dollars keep the library certified, staffed, open, filled with resources, and free to all.

Respectfully submitted,

Deborah Kelsey  
Library Director

# 2015 Annual Report – Shellfish Department

The Shellfish Department consists of one full time and one part time constable, as empowered by MGL Chapter 130 Section 98 and MGL Chapter 130 Section 94; primary responsibilities are to enforce City and State Laws and Regulations pertaining to shellfish, eels, seaworms, as well as alewives (river herring).

In 2015 violations were kept to a minimum by informing the general public of governing laws and regulations, cooperation with all concerned, and through the use of best management practices such as conducting constant and highly visible area patrols, maintaining the 24 hour message machine, and posting appropriate shellfish classification and growing area signage.

Since 2000 we have hosted a volunteer fish count at the concrete fish ladder by the Little River Water Filtration Plant. The Little River hosts a small, but strong population of alewives (river herring). These fish migrate from the ocean to the Lily Pond in the spring, spawn and then return to the sea. The young fish head downstream during the summer. This is one of the few “runs” remaining on the North Shore. River herring provide important forage for codfish, bluefish, tuna and striped bass -all important fish for the City of Gloucester and the nation. Work is scheduled to begin this fall on replacing the deteriorated concrete fish ladder with a natural low flow channel with an associated flood plain that will assist alewives in their annual migration.



The City of Gloucester has 62 miles of coastline (almost all of which is viable shellfish habitat) and 36 different shellfish classification areas that are grouped into seven general shellfish growing areas (N7, N8, N9, N10, N12, N13, and N14).

<http://www.mass.gov/dfwele/dmf/programsandprojects/shellfish/n/n7.pdf>

<http://www.mass.gov/dfwele/dmf/programsandprojects/shellfish/n/n8.pdf>

<http://www.mass.gov/dfwele/dmf/programsandprojects/shellfish/n/n9.pdf>

<http://www.mass.gov/dfwele/dmf/programsandprojects/shellfish/n/n10..pdf>

<http://www.mass.gov/dfwele/dmf/programsandprojects/shellfish/n/n12..pdf>

<http://www.mass.gov/dfwele/dmf/programsandprojects/shellfish/n/n13..pdf>

<http://www.mass.gov/dfwele/dmf/programsandprojects/shellfish/n/n14..pdf>

Shellfish resources within the City of Gloucester include soft shell (steamer) clams *Mya arenaria*, razor clams, *Ensis directus*, blue mussel *Mytilus edulus*, surf (or sea) clams *Spisula soldissima*, ocean quahog *Artica islandica*, quahog, *Mercenaria mercenaria*, american oyster *Crassostrea virginica*, and european oyster *Ostrea edulis*. An extensive natural seeding of soft shell (steamer) clams has occurred this spring and will likely be ready for harvesting during the summers of 2016 and 2017. The market for razor clams continues to expand and provides commercial shellfish harvesters an additional source of income. Sea clam beds remain bountiful and many non-residents have been purchasing daily shellfish permits for recreational harvesting.







Office: 12 Emerson Avenue  
Mail: City Hall, 9 Dale Avenue  
Gloucester, MA 01930

## City of Gloucester Office of Veterans' Services

TEL 978-281-9740  
FAX 978-282-3053  
acurcuru@gloucester-ma.gov

### OFFICE OF VETERANS SERVICES 2015 Annual Report

The Office of Veterans Services provides a variety of resources and assistance to active duty military, veterans, reservists, and their families. The bedrock for the establishment of the Veterans Office is the issuance of M.G.L Chapter 115 benefits, an income based program which provides a monetary benefit to veterans or their dependents. The Veterans Service Office assists individuals in archiving Veteran's military records and assisting in the application of state and federal veterans' benefits programs.

The City's information of individuals who check veteran on residency forms lists that there are 1253 veterans in Gloucester. We estimate that the numbers could be as high as 20% of the total population of Gloucester, based upon numbers provided by the Massachusetts Military Records Department and on the basis that records of "Peace Time Veterans" although Veterans status is confirmed records are not held bringing the number of possible veterans living in Gloucester to an estimated 6000 veteran residents in Gloucester.

#### **Supportive Elements to the Veterans Service Office**

The Office of Veterans Services serves as a first phase connection with available resources to veterans and their families. In order to support the unique and growing needs of veterans the Office has included various State and Federal resources into the weekly support of veterans. Most available resources to veterans and their dependents typically reside either at the VA Medical Hospital in Bedford, MA or within the City of Boston. To ensure that veterans have the ability to access these resources it has been the intent of this office to partner with such agencies and provide a satellite location for such resources to assist veterans. With the support of the VA Hospital in Bedford the office has elected to host a weekly Veterans Networking Group in conjunction with the VA Community Reintegration Connections Team (CRCT). This endeavor has been a successful path to link additional resources to Gloucester as well as to provide immediate connections to resources for veterans. In connection with State and Federal Veterans Support elements the Office includes weekly/ bi weekly assistance from: Veterans of Foreign Wars State Service Office, Supportive Services for Veterans and Families (SSVF), North Shore Career Center Local Veterans Employment Representative (LVER), Lowell Vet Center, Team Foxtrot, Veterans Affairs Housing Advocate (VASH), VA Home Loan Specialists, Veterans Initiative to Academic Learning (VITAL).

#### **United Veterans Council and Veterans' Organization Meetings**

Veterans Services conducts at minimum a once a month meeting with the veterans organizations of the city which includes; Disabled American Veterans, American Veterans, American Legion, and Veterans of Foreign Wars to discuss and plan upcoming events, community involvement, and future plans to promote and support veterans and the Community of Gloucester. To couple with the United Veterans Council the Veterans Service Office attends the monthly Veteran Organizations monthly members meetings.

### **Formation of a Veterans Service District**

Veterans Services began the process of creating a veterans' service District with the communities of Rockport and Manchester effective as of July 1, 2015. The three communities have partnered to provide a single location, being the Veterans Service Office located on 12 Emerson Ave Gloucester to serve the needs of veterans and their families. The creation of Veterans Service District extends the services of providing veterans with state and federal resource assistance under the foundation of the established district to execute the benefits program of M.G.L Chapter 115.

### **Support of Education**

Veterans Services has partaken in numerous events in support of the education of children directly through the school system and its programs. The office has conducted number educational events within the Elementary and Middle School, such as the participation in a Veterans Day Presentation at O'Maley Middle School and educational outreach in late spring to Plum Cove and Veterans Memorial School on the Vietnam War. The Office has and continues to support various patriotic holidays with education during Flag Day, Veterans Day, and Memorial Day and has worked with the local State Representative in ensuring each school is presented with an American, POW/MIA, and State Flag dedicated to a local Gold Star Family. In FY 15 the office has worked with two Boy Scouts towards their Eagle Scout project. The first was completed over the summer for the Restoration of Riverdale Martyrs Memorial (Civil War) and the second to install QR reader devices for 10 War Memorials has received all approvals and should be completed this fall.

### **Expansion of Veteran Affairs Community Outpatient Clinic**

Veterans Services has been working closely with the Department of Veterans Affairs Edith Norse Rogers Veterans Memorial Hospital on the project to relocate the current Veterans Clinic. The current clinic is located at the Addison Gilbert Hospital and the new plan is to relocate to 199 Main St. FY 15 data states the current clinic has enrolled 1211 unique veteran patients of that 425 are listed as Gloucester residents. The planned project is set to begin late fall and opening in early 2016.

### **Federal Veterans Affairs Claims**

Financial Benefits provided through the Department of Veterans Affairs for VA Compensation and VA Pension payments currently list 372 unique individuals from Gloucester receiving a monthly monetary benefit from the Department of Veterans Affairs which equates to (\$78,

646.74) monthly and (943, 760.88) annually. The Veterans Office has assisted veterans and their dependents for VA claims consisting of; VA Federal Compensation and Pension Claims, Burial Claims and Healthcare Claims.

### **Massachusetts Department of Veterans Services**

Through the state mandated program of MGL Chapter 115 the City of Gloucester provides a monetary benefit based on income guidelines to veterans and their dependents. Although the numbers of individuals varies from short-term unemployed and short term disabled to long term benefits for the care of elderly and permanently disabled the Office of Veterans Services serves between (40-50) clients through the payment of benefits for living expenses, fuel assistance, and medical reimbursements. FY 15 budgeted for the above listed benefits totaled (\$265, 000.00). Further assistance of DVS program assistance includes filling for state benefits such as: The Welcome Home Bonus, Annuities Program, and Exemptions.

### **Reoccurring and Special Events**

*Honor Flag:* On a weekly basis the office hosts a family of a deceased veteran by conducting research into the military history of that individual and raising the flag located at the veterans' center in honor of that veteran. Included in this is the veterans' military history which is then described on the electronic poster board and shared through various social media and news media channels to include; The Cape Ann Beacon and The Gloucester Daily Times to recognize and share the memories of our veterans.

*Veterans Day/ Memorial Day:* Annually the Veterans Service Office heads the observance of both the Veterans Day and Memorial Day Ceremonies. The Veterans Day Ceremony is held at the Gloucester High School Field House and is followed by a parade to the American Legion Post 3 with a wreath laying ceremony in remembrance of Armistice Day and concluded with a luncheon at the American Legion. The Memorial Day Ceremony begins with a parade from Gloucester High School to the World War II Veterans Memorial where the main ceremony is held followed by a march to the Vietnam War Memorial for the second ceremony and concluded with a luncheon at the Major Fred Ritvo Veterans Center.

*September 11th Observance:* For the past two years the Veterans Office has worked in tandem with the Fire Department and Police Department observance of September 11, 2001, with a memorial display provided by a Gloucester resident who was working for the Port Authority during the 1993 bombing and the 2001 attack. The intent is to grow the education and remembrance aspect through the collection of items and videos along with a firsthand account from a survivor.

*Welcome Home to Cape Ann Initiative:* The Veterans Office working with the Gloucester Lodge of Elks has created a plan to create an annual welcome home luncheon for returning veterans and their families. Known as the Welcome Home to Cape Ann Initiative, the mission is to assist veterans and returning families understand the support in which the communities share to welcome home returning veterans. Each veteran is provided with various information packets on available veterans' resources as well as gift certificates to assist veterans in returning home and participating in their communities.

*Cape Ann Returning Veteran Day:* The Veterans Office seeks to grow the connection between returning veterans and their families in August of 2015 through the assistance of the YMCA

Camp Spindrift and the Cape Ann Military Spouses Group we held the first Cape Ann Veterans Family Day at Camp Spindrift in order to provide a day to our returning veterans and families to connect with other returning veterans and families.

*VA Benefits Fair:* The Office working with the VA has conducted a benefits fair which was held at City Hall Auditorium over the winter to provide veterans an updated status on the clinic as well as bring additional resources to the attention of veterans. During the benefits fair the VA was able to enroll 7 unique individuals into VA Healthcare and conduct an additional dozen VA Compensation claims.

*Vietnam Moving Wall:* The Office has been working with the United Veterans Council over the past 3 years to obtain a visit from a replica of the Vietnam Memorial Wall located in Washington DC. "The Wall that Heals" is a half size replica of the full size wall which visited Gloucester and was available for viewing for four days. During the four days the wall drew an estimated 10,000 visitors and had over 250 volunteers in support of the daily operations.

*Care Packages to Our Troops:* The Office works in partnership with a federally recognized non-profit known as Operation Troop Support based out of Danvers, MA to support the ongoing and unfilled needs of U.S troops stationed at home and abroad. Throughout the year the Veterans Office seeks and collects donations of needed items and sends various care packages to local troops and their units. Immense support for sending needed supplies to our troops has grown an even great relationship with Operation Troops Support, any abundance of care items donated to the Veterans Office or during emergency needs the Veterans Office works to secure donations from the community to assist with Operation Troop Support.

### **Social Media Outlets**

Ensuring that the office maintains a relationship with active duty military personnel and optimize the use of information, the office has established three social media channels to stay in contact with military personnel, locate veterans in the communities, and provide information to the general public. These channels include the Facebook Page: Cape Ann Veterans, the City of Gloucester's Official Website Veterans Page, and through the local media site The Bridge Cape Ann under Cape Ann Veterans.