

TITLES FOR ACCOUNTS WITHOUT NARRATIVES

The following Town Committees do not have narrative reports at this time.

APPROPRIATIONS COMMITTEE - #135

\$55,000

CAPITAL IMPROVEMENT COMMITTEE - #149

COMMITTEE NOT FUNDED

OPEN SPACE COMMITTEE #179

\$1,000

CABLE COMMITTEE - #194

\$500

TRAFFIC CONTROL - #293

\$10,200

CHARTER SCHOOLS - #1000

Advanced Math and Science Academy Charter School

Christa McAuliffe Regional Charter Public School

\$224,106

REGIONAL VOCCATIONAL SCHOOL - #800

\$437,994

CEMETERY COMMISSION - #491

\$0.00

YOUTH COMMISSION #541

\$3,000

HISTORIC COMMISSION - #691

\$1,000

CELEBRATIONS - #692

\$2,000

HISTORIC DISTRICT COMMISSION - #693

\$570

BOARD OF SELECTMEN - #122

The Board of Selectmen, in accordance with the provisions of M.G.L., the Town Charter and the By-Laws of the Town, is the Chief Elected Officers (CEO) of the community. This important responsibility includes: leadership in the Town's fiscal health, the preparation of the Town Meeting Warrants; appointing authority for the Town's three chief officers, Town Manager, CFO/Town Accountant, and Town Counsel, and Town Boards and Committees. The Board holds the authority to grant licenses and permits. In addition to legal responsibilities, the Selectmen set certain town policies and work to facilitate the activities of other Town Boards.

The Board of Selectmen meets regularly on alternate Tuesday evenings of each month beginning at 7:00 p.m. In addition, the Board schedules quarterly meetings at which committee and department heads can discuss issues of importance to the Town, report on accomplishments and goals of their respective departments, and receive an update on the work of their colleagues.

It is important to note, that the initiatives of the Charter specifically the new Town Manager form of government, have been aggressively pursued and supported despite some very real challenges. The Board, with the help and support of all town employees, is able to step in to manage our local government as the process of appointing a new Town Manager comes to a close.

To further professionalize day-to-day town government, better manage legal costs and prepare to handle the complex development project upcoming at Legacy Farms, the Board wrote and published an RFP for legal services. In December 2007, Ray Miyares from Miyares-Harrington, LLP was hired as Town Counsel. Mr. Miyares has extensive municipal experience particularly in representing towns during the development process, and the firm has expertise in-house to handle a broad variety of municipal needs.

The Board continues to monitor the DPW Board as they review water and sewer rates to enable the Enterprise Funds to remain in balance without supplementation from the General Fund. The Sewer Enterprise will be starting repayment of monies borrowed from the General Fund beginning in FY 2010.

The Board's Goals for 2009-2010:

1. Increased Communication: within government agencies and with the public
2. Increased Fiscal Responsibility
3. Volunteer and Employee Appreciation
4. Transition from Acting Town Manager to Town Manager
5. Facilitate Sustainable Growth

The Board of Selectmen recognizes that the most important asset of our community is its people. We are grateful for the dedicated efforts of our department heads, town employees, committee members, and the many volunteers who make such a substantial contribution to the operation of Town government and to all who, by their loyalty and cooperation, make Hopkinton such a fine place to live and work.

Respectfully submitted,

BOARD OF SELECTMEN

Brian J. Herr, Chairman

Mary C. Pratt, Vice-Chairman

Michael W. Shepard

Matthew E. Zettek

RJ Dourney

SELECTMEN'S OFFICE - #122

You can stay current on Town news by visiting the Town's website **www.hopkinton.org**

Information that can be obtained from the Town's website includes:

- Board of Selectmen's meeting agendas;
- Board of Selectmen's meeting minutes;
- The Annual Town Report published by the Board of Selectmen. (Copies of the Annual Town Report can be picked up at our Annual Town Meeting); and
- You can even check the Board of Selectmen's guide to Town committee "The Town Committee Handbook" on the Town's Website.

STABILIZATION FUND - #253

(Managed by the Board of Selectmen)

Most cities and towns in Massachusetts operate a Stabilization Fund to level the impact of the major fiscal ups and downs facing our communities because of reasons too numerous to count. The Fund is neither a trust account nor a reserve of extra operating money, the Fund is more restricted than the Surplus Revenue Account and its subsidiary result the (Free Cash) account. During these recent years, Hopkinton has maintained and grown a significant balance in its account. The account's holdings are just about \$750,000 in January 2009. It is worth mentioning here that the money that ends up in the Stabilization Fund has usually passed through the accounting cycle at year end, was found to be unencumbered, moved to Free Cash, and then by vote of the Town Meeting sent into this more secure holding account. Hopkinton's pass through accounts of Surplus Revenue / Free Cash are holding \$1.7 million. The accounts are seasonal in nature and are often used when an opportunity for funding a project with strong community interest presents itself.

Hopkinton has one related account established as a reserve for certain claims, i.e., Workman's Compensation Claim. The Workman's Compensation Claim balance is about \$70,000 in total.

The proper size, operation, or the scale of the Stabilization Account and Free Cash Account in Hopkinton would be about 4% or more of the Gross Amount of the annual re-capitulation. FY'09 has set Hopkinton's recapitulation at about \$55 million. Thus \$2.5 million or more would suffice. The years ahead will require that a reserve of \$2 million to \$4 million be maintained to soften the impact of small income failures, as we have seen since 2002.

These are not normal times and the years ahead warrant a larger reserve to soften the impact of repeated, but small income failures during a three year period. The Town must actively use the Reserve Fund (#131) of about \$55,000 to support the operating accounts. Thus, the combined balances of Surplus Revenue/Free Cash, Stabilization, Workmen's Compensation Claims Trust Fund (#30), and the (Operating) Reserve Fund (#131) should contain at least \$2 million, measured on the day after the DOR approves the Tax Levy.

STABILIZATION FUND - #253

- Your participation at a Town Meeting will allow you to vote to increase the Stabilization Fund by putting money in or to decrease or spend part of the fund to help some project move forward.

TOWN MANAGER'S OFFICE - #122

The traditional services of the Hopkinton Town Manager's Office are delivered by three full time employees, a clerk, an Executive Secretary to the Town Manager, and the Town Manager. During FY 2010, Nomini (Norman) Khumalo has been selected to serve as the Town's second Town Manager. We hope that he will enjoy the position for many years to come. Finally, seniors continue to work in the tax relief program managed by the Board of Assessor's Office.

The 2006 Town Charter for Hopkinton has modified the administrative organization and practices by inserting the Town Manager as the head of daily operations and the reporting point for nearly a score of officials and agencies. The change has caused the Board of Selectmen to hold these isolated office holders to task through the Town Manager. These many relationships are in transition for many reasons.

The Board of Selectmen, with five members, working together serve the Town as the Chief Executive Officer. The Town Manager working as Chief Administrative Officer organizes each Board meeting by preparing the transactions that require a vote of the Board. Each policy issue addressed by the Board has a life of its own as it moves through the community and seeks resolution in the hands of the Board. Each meeting moves 15 to 20 business items forward to conclusion.

Chief among these duties is the Board's role as a "Public Employer" managing the collective bargaining agreements of the Town and the administering the appointments of board and committee members that serve the countless boards of the Town. All the day to day work in salary and benefit administration has a focus in the hands of the Town Manager, who is assisted by a Human Resource Director and part-time staff. The Town has continued to process a weekly payroll while the School Committee has for years been using a bi-weekly pay period.

The services of the employees and appointed officials are made possible by the preparation and administration of the Town's Annual Operating Budget complete with many Town Meeting Articles that support and advance the selected programs of the Town. The FY 2010 expenses will exceed \$60 million and be matched by revenues earned that also equal \$60 million. Little support is received from the state, while the owners of property provide the greatest amount via the four quarterly payments called for by the Town of Hopkinton Tax Levy.

Designing and delivering these service contracts and collective bargaining agreements constitute the fabric of the services provided to the public by the Town. The Town Manager will continue to work with the departments and staff to promote more effective service delivery and cost savings measured against current expenses. The better these programs are designed the fewer the issues to reach the hands of Town Counsel. The Manager works with the Town Counsel and various Special Counsels to resolve legal issues and as needed to bring these forward to the Board of Selectmen acting as the Town's Law Committee. Rarely does a week pass without activity by the Manager in a dozen claims or cases.

ACCOUNTING DEPARTMENT – #135

The Town Accountant's office, in accordance with M.G.L., is responsible for maintaining the financial records of the Town. The Finance Director is the Chief Financial Officer (CFO) and provides oversight for the financial operations of the Town, including procurement, accounting, collections, management of funds, borrowing and assessing.

Functions performed

Examine and process all of the Town's accounts payable invoices, insuring they are correct and properly approved. Maintain vendor database. Communicate and research with vendors and all Town departments and Committees relative to the payment of invoices. Ensure public purchasing principles and procurement requirements are met. Prepare, review and approve weekly warrant, and prepare checks for payment by the Treasurer. Issue vendor 1099's for calendar year.

Review and approve all weekly payrolls of town departments and bi-weekly payrolls of school departments. Post completed payrolls. Maintain timesheets for all Town departments.

Develop and prepare monthly reports to track all financial activity within the town's funds, including special revenue funds, state and federal grants, capital projects, enterprise funds, trust funds, and general fund appropriations. Ensure the funds are reconciled monthly with the departments authorized to expend the funds. Develop and prepare monthly reports to track all activity within the town's receivable accounts, to include property taxes, motor vehicle excise, tax title, deferrals, foreclosures, and other town accounts. Ensure the funds are reconciled with both the department responsible and with the applicable service bureaus.

Develop and prepare year-end financial reports to include balance sheet and revenue expense statements for the audit process and for the State Department of Revenue for free cash certification. Prepare and submit Schedule A annually.

Serve as the town liaison with the independent auditors of the Town.

Assist the Town Manager in the preparation of the annual operational budget for the town. Serve as a resource of financial information to the Board of Selectmen, other elected officials, town departments, committees, and boards as required.

Oversee Town's debt, including debt schedules, planning for Town indebtedness, and preparation of bond prospectus.

Maintain files of all original contracts entered into by the Town.

ACCOUNTING DEPARTMENT - #135

- Prepare annual financial statements
- Prepare other external reports, i.e. financial reports for annual town report, vendor report
- Maintain integrity of Town's financial records
- Approve all payments of bills, invoices, payroll, etc, from the Town's funds
- Provide financial documentation to various external and Town departments
- Assist Town departments with maintenance of budgets and expenditures
- Provide procurement guidance to Town departments

ASSESSING DEPARTMENT - #141

The Assessors Office is comprised of a Principal Assessor, Deputy Assessor and an Administrative Assistant. The Principal Assessor serves as department head. There is an elected three person Board of Assessors who act on several statutory issues including certifying all property values, valuations and acting on abatements and exemptions. The Board of Assessors also provides oversight and direction to the Assessor's office.

The Assessors are responsible for assessing property taxes, the major source of revenue for the Town of Hopkinton, as well as motor vehicle excise taxes. The Principal Assessor has direct responsibility for the formulation of property assessments for over 6,000 parcels that totals approximately \$2.9 billion dollars in taxable value. Property values are adjusted annually to reflect changes in the real estate market, or physical changes to the structures. Over 1,000 properties are physically inspected each year for a variety of reasons (i.e.: building permit, sale, cyclical inspection, appeal of value). These inspections also ensure that each property record card is accurate and up to date. The Department of Revenue (DOR) reviews the Towns values and certifies they reflect fair cash value.

Assessors set the annual tax levy and tax rate each year by submitting the tax rate recapitulation (recap) to DOR for approval. Recap preparation requires coordination and cooperation among the various financial departments in Town Hall. After the tax rate is approved, the assessors prepare the annual valuation and tax list or roll and commit the list to the collector with a warrant. A notice of commitment is also given to the accounting officer.

The staff and Board act on abatement applications filed by taxpayers disputing property valuations and seeking reductions in tax bills. Taxpayers can file if they believe their property is overassessed, is not assessed fairly in comparison to other properties or is not classified correctly.

Assessors also act on applications for tax exemptions allowed by state law for certain types of property, such as churches and charities, or persons, such as disabled veterans, blind persons and seniors. Exemptions for persons require an annual application and the assessors must grant the exemption if the applicant meets all of the qualifications set out in the law.

The Administrative Assistant is kept busy throughout the year. Duties include dealing with the public both in person and on the phone, processing, tracking and preparing statutory exemption applications for Board action, preparing warrants and commitments and issuing over 500 motor vehicle excise abatements each year.

Assessors must establish a reserve to fund anticipated property tax abatements and exemptions when they set the tax rate each year. The account, known as the overlay, is maintained until the assessors determine that the funds are no longer needed, *i.e.*, all abatements have been granted or the potential liability for abatements is known. If the assessors determine any surplus exists, they notify the accounting officer to transfer the surplus to an overlay reserve. The monies are then available for appropriation for any purpose until the end of the fiscal year.

ASSESSING DEPARTMENT - #141

- You can have the tax abatement process explained to you or a taxpayer.
- You can file a request for tax exemptions, if you are a senior or a veteran.
- As a landowner, you can ask to re-classify your land for certain tax benefits.
- We assist the public, appraisers, and real estate brokers with relevant assessment and valuation issues.
- We visit properties to ensure accuracy of property record cards for you.
- On your request, we issue motor vehicle tax abatements.
- We assist taxpayers with tax abatement applications and resolve any valuation issue with taxpayers.

TREASURER/COLLECTOR'S OFFICE - #145

The Treasurer/Collector's Office is responsible for the collection and deposit of all departmental revenue; timely mailing and collection of real estate, personal property, excise bill, and water/sewer bills; timely posting of all payments to taxpayer accounts; investment of all town funds and all transfers of money; all bonding and payment of debt; balancing all town bank accounts including trust accounts; entering and reporting all receipts to the Town Accountant; submit employee payrolls; maintaining tax title files and bulk sale records; disbursing all vendor checks and processing all special checks; processing outgoing mail. The office interacts extensively with the public, banks, mortgage companies, law office, state agencies and with all Town departments.

The office is currently staffed with two full-time employees and one part-time employee. In the Treasurer's Office there is only the Treasurer. The Collector's Office has one full-time administrative assistant and one part-time administrative assistant, and the Treasurer also serves as the Collector. Both offices has been at a bar minimum since 1998. The postage costs will remain the same despite increases in rates. This could be done because the office has been able to outsource the billing and use the bulk rate for postage and is currently mailing all our tax and water/sewer bills at no charge.

Banknorth has installed a check-scanning system that makes it possible to deposit our checks electronically. This reduces the need for manually stamping and preparing deposits for the bank. By scanning the checks we retain a copy within the system of all checks paid into the Town.

Before the end of each fiscal year the delinquent taxes are put into Tax Title. The benefit of this is threefold. First, the advertisement will alert people that money is owed to the Town and generate some payments. Second, those that choose not to pay will now have a lien on their property. Third, the Town will again advertize and alert those people that have not paid that the tax liens will be sold to a third party and the Town will be paid in full for all taxes owed.

TREASURER/COLLECTOR – # 145

We can assist you with a wide range of accounting issues with a variety of services provided by our department. Here is what we do:

- We interact with taxpayers by providing bill information and explain any questions they might have;
- We research payment information for taxpayers, lawyers, and mortgage companies;
- We provide tax information to taxpayers for income tax purposes;
- We provide payment plan with taxpayers who are having difficulty paying taxes;
- We work with seniors on the tax credit work program;
- We invest Town funds working with investment advisors to attain the highest interest rate;
- We borrow monies based on the advice of Financial advisers to negotiate the best and lowest interest rate for the Town; and
- We prepare tax list for tax service companies to insure the Town receives monies owed for taxes.

TOWN COUNSEL - #151

The role of Town Counsel is to provide accurate information about what the law requires, to advise Town officials and boards concerning the law, to protect the legal interests of the Town in the conduct of its affairs, and to represent the Town in judicial and administrative proceedings. This involves the research and drafting of legal memoranda, reviewing contracts and warrant articles, and answering questions on a wide variety of topics, as well as participating at various meetings and hearings.

Budgeting for legal expenses is, at best, an uncertain process. Our firm, however, strives to serve the Town efficiently and economically and to look for opportunities to recover legal expenses from third parties who may properly be considered responsible for them. In addition, we work closely with the Town Manager's Office to anticipate and monitor legal expenses throughout the fiscal year.

PERSONNEL DEPARTMENT - #152

The Personnel Department is comprised of one full-time Director and a part time Compensation Coordinator.

Together we work to provide necessary services to all current Town employees, as well as former employees and retirees. Unique State Laws apply to Municipal Personnel Management and places special responsibilities upon the Town as the representative of its employees.

Hopkinton has four active unions, with their members making up the majority of the Town's employees. It is the responsibility of the Human Resources Department to negotiate with these unions and work with them to ensure that negotiated articles are put into daily practice.

With the non-union employees, it is the responsibility of the Human Resources Department to create and maintain the Personnel Bylaws that govern all non-union employees in Hopkinton. These by-laws also cover union employees if their contracts do not include language covering different articles that are in the Personnel Bylaws.

The Human Resources Department serves the Town in three important ways:

1. By overseeing the hiring, performance management, training, salary and benefit administration for all current and former employees. When necessary progressive discipline and termination of employees in order to ensure that the citizens of Hopkinton are served by the most qualified and competent employees available.
2. By protecting the Town from liability by ensuring that all Federal, State, and local employment regulations are followed precisely. A small example of ever changing regulations and agencies that the Human Resources Department needs to stay current on is the Family Medical Leave Act (FMLA), Fair Labor Standards Act (FLAS), Massachusetts General Law (MGL), American's With Disabilities Act (ADA), Equal Employment Opportunity Commission (EEOC), Massachusetts Maternity Leave Act (MMLA), The Department of Homeland Security, and the Massachusetts Council Against Discrimination (MCAD). By ensuring that the Town is not in violation with any regulation from any of these agencies protects the Town from lawsuits, damages, fines and decreased productivity.
3. Provides or coordinates all non-curriculum training to Town and School employees on a variety of topics ranging from Harassment and Discrimination, Performance Management, Microsoft Office Products, Time Management, Customer Service, Blood Bourne Pathogens, Right to Know Laws and Open Meeting Laws as well as a multitude of other subjects all necessary to keep our workforce compliant with Federal, State and local regulations, and to receive maximum productivity from the employees as well.

PERSONNEL DEPARTMENT - #152

- We assist people apply for jobs.
- We assist people advance in their skills with on the job training.
- We assist all employees enjoy the same level of benefits as other employees.
- We deliver specific services a certain way, as the laws require.

TOWN CLERK'S OFFICE – #161

The Town Clerk and the staff of the Town Clerk's Office fulfill several administrative roles: Legislative Administration, Chief Public Information Source, Public Records and Licensing Administration. The Assistant Town Clerk in the absence of the Town Clerk is authorized by law to discharge the responsibilities of the office.

As Legislative Administrator the Town Clerk administers and maintains records of the Oath of Office for all town officials; is Keeper of the Town Seal and authorize its use; for certification of the Town Meeting votes and submitting borrowing votes to State agencies; and for the certification process of amended bylaws to the Attorney General and maintaining a permanent record of bylaws and accepted acts. The Office is the filing agent and accepts special permits, variances and subdivision plans and issues final certification of the process including appeals.

As Chief Public Information Administrator the Town Clerk records the postings of all Town board meetings, distributes the Open Meeting Law and State Ethics Code guidelines for municipal officials and is the general information center to the public.

As the Public Records and Licensing Administrator the Town Clerk receives, records and issues certifications for birth, death and marriage records, business certificates, fish and game licenses, dog licenses and raffle and bazaar permits. Also, maintains underground storage permits and the list of accepted Town streets and land.

ELECTIONS AND REGISTRATION - #162

The Town Clerk fulfills additional administrative roles by statues related to Elections and Registration as the Coordinator/Administer of Elections and Clerk to the Board of Registrars and as the Census /Voter Registration Administrator.

As Coordinator/Administer of Elections the Town Clerk administers and performs all the duties assigned to the Board of Registrars by law. The Town Clerk serves as the Chief Election Official in accordance with the requirements of the Secretary of State, the Town Charter and the town by-laws for federal, state and local elections. The Town Clerk arranges for the physical set-up, the staff and election materials for all elections. Also, is responsible for the process for absentee voting, nomination papers, the campaign finance law and reporting and certifying the election results.

As Census/Voter Registration Administrator the Town Clerk conducts and prepares the Annual Street Listing of residents, and maintains the State voter information database. The Town Clerk is the appointed Liaison for the 2010 Federal Census. As the liaison, the Town Clerk has updated street addresses and is the local contact leading up to, during and for the post period process for the completion of the Federal Census. During the post period the representative districts and the local voter precincts are reviewed and adjusted with the aid of the Town Clerk.

TOWN CLERK'S OFFICE – #161 & #162

You can come to the Town Clerk Office:

- To obtain general information about the Town, its Boards, and Committees
- To get a 20-day certification for special permits, variances, and appeals
- To get official town bylaws and zoning map
- To register to vote and apply for absentee voting
- To take out nomination papers to run for a town office
- To apply for a marriage license
- To get certified copies of birth, marriage and death records
- To get dog licenses, fish and game licenses, business certificates, raffle and bazaar permits
- To obtain genealogy information
- To submit passport applications
- To obtain voter and residents lists
- To obtain information regarding town meetings, elections, bylaws, contact of state and town officials, general town government, and public records of interest and importance

HCAM, INC

Hopkinton Community Access and Media (HCAM) was founded April 1, 2004 by the Board of Selectmen of the Town of Hopkinton as a nonprofit corporation to manage local cable broadcast resources provided by Comcast and Verizon.

Currently HCAM oversees our local Public and Governmental channel (channel 8 on Comcast and channel 30 on Verizon). In addition, our website streams much of our programming and beginning in March 2009, will also carry a live feed from our studio.

Hopkinton also has an Educational channel (channel 10 on Comcast and 31 on Verizon). This channel's purpose is to open a window into our Public School System for our community. Currently HCAM provides technical advice and assistance, and looks forward to a closer working relationship in the future.

Located at 77 Main Street, our studio produces a wide variety of programming to educate, inform and entertain Hopkinton. We produce and air sports and graduations, music and poetry, governmental meetings to topical talk shows, if it's HCAM, it's Hopkinton!

HCAM produces nearly fifty hours a month of original programming, and trains residents of Hopkinton on our equipment. Our camera crews are made up of volunteers and our Show Hosts are volunteers. These volunteers have an interest either in their community or in television production (or both). All our volunteers enjoy the community and good fellowship as they provide a valuable community service by bringing important events to the residents of our town.

Currently, HCAM has three staff members:

Jim Cozzens, Station Manager
Mike Torosian, Production Coordinator
Casey Pulnik, Production Assistant

Hopkinton Media Access Board of Directors:

Michael J. Preite, President
Chuck Joseph, Secretary
Mike Carroll, Treasurer
Mary Arnaut, Board Member
Mike Cournoyer, Member of Board

HCAM Contact Information:

Website: www.hcam.tv
Phone: 508-435-7887
Email: jim@hcam.tv

HCAM, INC

You can get free training and use of HCAM Television Production Facilities.

You can give support to volunteer produced programs and publicize them as well.

You can see live coverage of Selectmen, School Committee, and Town Meetings.

You can watch original television programming that is Hopkinton-Centric and covering all aspects of life in Hopkinton.

You can get support of Hopkinton non-profit and community organizations via creation and distribution of video segments highlighting their efforts and events.

Help us give technical and material support for Hopkinton's Educational Access Channel.

Together we can share in the operation of this information website containing current and archived HCAM productions, sharing the same with www.Hopkinton.org.

CONSERVATION COMMISSION – #171

The Hopkinton Conservation Commission is required by law to fulfill a number of duties pursuant under M. G. L., the Massachusetts Wetlands Protection Act, and the Hopkinton Wetland Protection Bylaw. The Commission is the permitting authority specifically charged with the protection of wetland resource areas by working to prevent pollution, reduce the effects of potential storm damage and flooding, protect groundwater supplies, maintain habitats for plants and wildlife, and protect public and private water supplies. The Commission is also authorized to plan for natural resource protection, acquire important land and water areas, and manage these properties for conservation and passive recreation.

The Commission coordinates with other town officials and boards on conservation issues that relate to its areas of responsibility and also engages in planning, helping to acquire and manage open space, and encouraging and monitoring Conservation and Agricultural Preservation Restrictions.

The Commission meets two to three Monday nights per month on the 2nd Floor of Town Hall beginning at 7:30 PM. The Commission is composed of seven volunteer members, appointed by the Board of Selectmen. The Conservation Office is staffed by a full-time Conservation Administrator and a part-time Secretary. The part-time Conservation Scientist position provides professional consulting to the Commission.

The Commission invites the public to attend our meetings, become involved, volunteer, request Commission presentations to aid in local awareness about wetlands, and to provide comments on any of the projects brought before us. Meeting times and agenda items are posted on the bulletin board on the 1st floor of Town Hall as well as on our website (www.hopkinton.org/gov/conservation). All members of the community are welcomed and encouraged to attend our meetings or to call the Commission Office at 508-497-9757 with questions.

CONSERVATION COMMISSION - #171

- Assist homeowners and developers with preparing permit applications
- Process permit applications and hold public hearings
- Perform site inspections
- Issue permits and determinations
- Review and act on Certificate of Compliance applications
- Investigate complaints
- Enforce violations of the state and town wetland bylaws
- Fulfill requests for comments from various state agencies and town boards
- Provide assistance to prospective buyers, realtors and attorneys
- Maintain webpage resources
- Fulfill requests for public documents
- Issue Emergency Certificates as necessary
- Assist with town beneficial grant applications
- Provide public education and fulfill requests for presentations
- Stewardship of Open Space
- Encouragement of land conservation

PLANNING BOARD - #175

The Planning Board consists of 9 elected members who each serve five year terms. The Planning Board works to achieve the Town's goals for economic health, social well being and retaining a desirable community character, all of which are directly connected to planning and land use.

The Planning Department staff provides professional support to the Planning Board, Design Review Board, Zoning Advisory Committee, Open Space Preservation Commission and Community Preservation Committee, and serves as the Town's planning and development manager and coordinator. In addition to board staff functions, the Department maintains a list of individuals and families for notification when affordable housing units are available for purchase, monitors 25 of the Town's affordable housing units, and submits necessary reporting documentation to the state in this regard. The Department writes and/or assists with grant writing and administration. The Planning Department and the Planning Board are involved in planning and permitting in a variety of subject areas, including preparation of an Open Space and Recreation Plan every 5 years, review of new development projects, and the coordinating of construction inspections for new residential development infrastructure.

The Planning Board's duties, some of which are contained in M.G.L. c. 41 § 81A and the Hopkinton Zoning and General Bylaws, include adopting and coordinating implementation of the Master Plan, serving as the local authority for the Subdivision Control Law, and drafting, submitting and making recommendations on zoning amendments for consideration at Town Meeting. The Planning Board issues special permits for multi-family development projects, Open Space and Landscape Preservation Development subdivisions, the OSMUD District, shared and off-site parking, off-street parking facilities, and inclusionary housing. The Board reviews and proposes the acceptance of streets as public ways, reviews and approves non-residential Site Plans, issues Scenic Roads permits and enforces violations, and issues permits for earth removal and stormwater management facilities.

New duties expected in FY10 will include becoming the special permit granting authority for hotels in the Hotel Overlay District and some uses in the Office Park District, should proposed zoning amendments be adopted at the annual town meeting.

PLANNING BOARD – #175

- Are you interested in planning for the Town's future? If so, we are interested in your input and feedback. Every five years, the Planning Board undertakes a Master Plan process, and public participation and input is critical. There are opportunities to work on the Plan with the Board.
- When you receive a public hearing notice in the mail from the Planning Board, you can visit the Planning Department in Town Hall to view the materials submitted by the applicant. In some cases, electronic versions are available and can be emailed to you. You can also call the Planning Department to ask about the application and we will be happy to describe what is proposed and answer any questions you may have. If you would like to transmit comments and questions to the Board, you can email, send or deliver them to the Planning Department.
- If you are interested in dividing your land into two or more lots, the Planning Department staff is available to answer your questions about the dimensional requirements and the process you will need to go through. The applications are on-line at www.hopkinton.org and at the Planning Department in Town Hall.
- If you are interested in developing your land, the Planning Department staff can answer questions about your idea and guide you through the process. The Planning Board encourages people who have development ideas for their property to attend a meeting to discuss the proposal early in the design process. Applications and submission requirements are on-line at www.hopkinton.org and available at the Planning Department in Town Hall.
- Please call or visit the Planning Department to ask about when items are scheduled on Planning Board, Design Review Board and Zoning Advisory Committee meeting agendas. You can also visit or call the Planning Department to ask whether plans to develop property have been submitted for approval, and if so, when the matter will be discussed. You can view Planning Board, Design Review Board and Zoning Advisory Committee meeting agendas on www.hopkinton.org.
- You can obtain applications for scenic road permits and read information about the process at www.hopkinton.org, or you can call or visit the Planning Department at Town Hall for the information. A list of streets that are "scenic roads" is posted on the website. If you live on a scenic road, please call the Planning Department to see if a scenic road permit is required before altering or removing stone wall or cutting a tree within the road right of way.
- Please call or visit the Planning Department or view the stormwater management permit materials posted on-line if you will be doing exterior work on your property. You may need a stormwater management permit from the Planning Board before beginning work.
- If you need a copy of a plan showing your property lines, most property line plans and subdivision plans that have been submitted to the Planning Board since the mid-1950's are available at the Planning Department.
- If you or someone you know (Hopkinton residency isn't required) is interested in putting their name on a list of those interested in buying an affordable home in Hopkinton, the name can be added to the list that is maintained by the Planning Department. We will notify you when a unit is for sale.
- If you are experiencing problems that are related to a nearby development project underway, the Planning Department may be able to help you. Please call, visit or email to discuss the issue.

HOPKINTON BOARD of APPEALS - #176

The Hopkinton Board of Appeals is an appointed board whose members are selected by the Board of Selectmen. The Board consists of 5 full and 4 associate members. The Board is a quasi-judicial administrative board that hears and decides zoning related appeals, applications for special permits, petitions for variances, and applications for affordable housing under MGL c. 40B.

To be granted a special permit or variance, a petitioner must meet some or all of the following requirements:

- Prove the existence of a hardship related to the soil, shape or topography of the lot (variance)
- Prove that the requested relief would not result in substantial detriment to the public good
- Prove that the requested relief would not derogate from the intent or purpose of the Town's zoning bylaws

Petitioners may file an application for a hearing with the Board of Appeals at the office of the Town Clerk. Filing fees are listed on the application and vary based upon the nature of the application and the relief requested. The Board's Administrator is available to discuss and assist residents with the application process. The Board's Administrator will send out a Notice of Public Hearing to all abutters to the property in question to notify them as to the nature of the appeal and the time and date of the public hearing. The Administrator will also advertise the public hearing in the local newspaper for a minimum of two weeks prior to the public hearing. The applicant is responsible for all costs associated with the notification of abutters and advertising.

A concurring vote of four members of the Board (out of five members sitting on the hearing) shall be necessary to reverse any Order or Decision of any administrative official under Chapter 40A or to grant a special permit or variance. If the petition is granted, there is a twenty day waiting period following the filing of the Board's decision with the Town Clerk before the Order, special permit, or variance shall be considered granted. If the petitioner is denied, he may not return to the Board for reconsideration for a two year period.

DOG OFFICER - # 192

The Dog Officer is responsible for the investigative, enforcement and public relations work in implementing by-laws and statutes concerned with the licensing of and the control of the dog population of the Town. The Dog Officer also handles incidents and issues with other domestic and wild animals, including livestock.

The Dog Officer is on call 24/7/365 for animal related issues regarding the citizens of Hopkinton and can be reached through the Police Department.

TOWN HALL #192

The Town Hall was built in 1903 and has long served the Town of Hopkinton as a workplace and meeting place for its citizens. The Town Hall houses several mission crucial departments including; Town Clerk, Treasurer/Collector, Finance Director, Assessor's Office, Conservation, Planning, Town Manager, Board of Selectmen, Building, Human Resources, Board of Health and Zoning.

Many of the Committees of the Town meet in the Town Hall, with the most frequent user being the Board of Selectmen. The Town Hall also houses the records of the town in accordance with Massachusetts State Record Retention and Destruction laws.

The Town Hall is maintained by a single full time custodian.

OTHER GENERAL GOVERNMENT - #199

TOWN REPORT

In accordance to Town By-law, Ch. 18, §2, the Board of Selectmen publish the Annual Town Report and is made available at least 14 days in advance of the Annual Town Meeting. This publication includes reports of all boards, committees and officers.

TOWN AUDIT

In accordance to the Town Charter, Article 6: Finance and fiscal Procedures, Section 6-5, the Board of Selectmen shall provide for an independent audit of all financial books and records of the Town no less than once a year or whenever it deems an audit of the whole town, or of any particular Town agency, to be necessary. The Town's auditors are Borgatti & Harrison.

PARKING CLERK

The Parking Clerk evaluates parking collections to improve upon the service to the town and collaborates with the Hopkinton Police Department to evaluate parking signage according to State laws. The Parking Clerk serves as a Hearing Officer between the Hopkinton Police Officer who issued the parking violation and the parking ticket offender. All parking ticket collections and ticket dismissals fall under the jurisdiction of the Parking Clerk. The Parking Clerk reports any law changes of new fines, according to the law, to the Police Chief.

LEADERSHIP ACADEMY

Leadership Academy is a training series provided by the Town for its Administrative and Management employees. Run by Leadership Metro West; a nonprofit community leadership development organization. The organization provides ten months of training to selected staff. The training explores regional issues, such as government, economy, education, public safety, diversity, arts, environment, housing and transportation through site visits and discussions with key experts and leaders. The program also includes training in team-building, leadership, and problem-solving skills.

CENTREX

Centrex is the system that manages the telephone hub for Town Hall. Town Hall has thirty two phone extensions and two fax lines. Centrex is an essential part of communication for Town Hall.

PROFESSIONAL SERVICES AND TRAINING

During the year, the Town of Hopkinton brings in consultants and trainers to provide educational services to the employees, volunteers and leaders of the Town. These consultants assist the finance department and other departments on an as needed basis.

OTHER GENERAL GOVERNMENT - #199

- You can appeal a parking ticket by obtaining a parking hearing form at the Town Manager's Office or by visiting the Town's website at www.hopkinton.org.
- You can receive a copy of the Town Report at the Selectmen's Office or by visiting the Town's website.
- Copies of the Town Audit are available at the Selectmen's Office.

MANAGEMENT INFORMATION SERVICES (MIS) - #199

The Management Information Services (MIS) Department in Hopkinton has two main components, one provides the public access to information through the “web” the other provides access to data for the public and employees. The webmaster is responsible for the design and management of the Towns web site, www.hopkinton.org. This includes the regular updating of content, including calendar entries, meeting minutes and agendas. The webmaster also maintains an extensive library of documents filed in support of various permit and license applications that have been submitted to the various boards and committees that make up the town government.

The network administrator is responsible for the design, operation and maintenance of the telephone, data network and end user computer systems computer systems in the town.

The **major** systems in use by the town are:

Chief Financial Officer:	Finance and Accounting database which includes General Ledger, Fixed Asset and Accounts Payable systems
Board of Assessor’s:	CAMA (Computer Aided Mass Appraisal) database.
Treasurer/Collector:	Real Estate, Water/Sewer, Excise Tax billing and collection database:
Human Resources:	Payroll database
Town Clerk:	Birth, Marriage, Death and DBA Certificate databases, as well as the Dog Licensing database.
Police Department:	Incident Management database. First tier support of this system is provided by a Sgt. in the PD.
Water/Sewer Dept.:	Water meter reading system, well and pump station telemetry system.
Library:	Online card catalog and patron management system.
Board of Health:	Well and Septic system permitting database
Parks and Recreation:	Activity registration and billing database.

In addition to these systems, the network administrator maintains the e-mail, data backup and recovery, antivirus, workstation patch management and firewall systems as well as end user workstation and software support. The Town’s network consists of a local area network at Town Hall which houses eight of the towns 9 servers. Three locations, Police, Fire and Library are connected to this network via Town owner fiber optic cable. The remaining 4 locations are connected via a virtual private network (VPN).

MANAGEMENT INFORMATION SERVICES (MIS) - #199

You can find us on the Town's website: www.hopkinton.org for timely, relevant information about Town Government.

Waiting for you, we have information the following information:

- You can find us on the internet at www.hopkinton.org for timely, relevant information about Town Government
- Accurate, up to date and accessible information regarding taxpayer and property owner accounts.
- Information about wells and septic systems.
- Online registration for Parks and Recreation Department activities.
- Communication with Town employees and Departments via e-mail.
- Water and Sewer account information

HOPKINTON POLICE DEPARTMENT - #210

The Hopkinton Police Department has 20 sworn officers, 5 full time civilian support staff and 7 part time civilian support staff.

The Hopkinton Police Department provides police services 24 hours a day, 7 days a week. In addition to responding to 911 calls and other calls for service we provide a number of specialized services and proactive patrols that include traffic enforcement and crash investigation. Specialized functions include: crime prevention, elder services, juvenile services, criminal and special investigations, child passenger safety seat installations, marine patrol, bicycle patrol, motorcycle patrol, school resource officer, web page, firearms licensing, special event support, vacation house checks, RAD instruction, and grant administration. Our efforts are generously supported by the volunteer efforts of our Auxiliary Police Department, other Town Departments, State and Federal Agencies, and our residents.

The Hopkinton Police Department aggressively pursues grant opportunities to support our efforts to provide services to our community. Our current grants include: Community Policing, Secure Our Schools, State 911 Support, State 911 Training, Underage Alcohol Enforcement, Child Passenger Safety, and Traffic Enforcement.

The members of the Hopkinton Police Department are committed to strengthening the partnership between our organization and our community. We are guided by constitutional, professional and community standards while we strive to provide the highest level of public safety. We hope that if additional funding becomes available we will be able to return to a full staffing level.

HOPKINTON POLICE DEPARTMENT - #210

- We Patrol via Cruiser, Motorcycle, Boat, Bicycle, and Foot
- We do Traffic Enforcement
- We are the 911 Public Safety Answering Location
- We conduct Criminal Investigations
- We process and document evidence
- We coordinate court cases with the District Attorney's Office
- We hold prisoners until they are bailed or taken to court
- We have a School Resource Officer
- We offer Rape Aggression Defense Instruction
- We do Child Passenger Safety Seat Inspections and Installations
- We offer Elder Services
- We conduct Crime Prevention Surveys
- We do Vacation House Checks
- We participate in Special Event Planning and Support
- We participate in Emergency Planning both Prevention and Response
- We create, maintain, and supply Records
- We process Firearms Licenses
- We process Solicitor Permits
- We provide Grant Administration

HOPKINTON FIRE DEPARTMENT - #220

The Hopkinton Fire Department is represented by two divisions embodied of twenty four career personnel, ten call firefighters and one Administrative Manager. Twenty of the career personnel are assigned to four five person duty groups working twenty four hour shifts on the twenty four hours on, twenty four hours off, twenty four hours on and five days off shift rotation cycle. The day administrative staff consists of five personnel who are assigned Monday - Friday.

The administrative staff consists of the Chief of Department, the Deputy Fire Chief, the Fire Prevention Officer, Training Lieutenant/Vehicle Maintenance coordinator, and our Administrative Manager.

The Hopkinton Fire Department provides all hazards response services to the citizens of Hopkinton and all of those persons who pass within the boundaries of our community for fire suppression, emergency medical services at the advanced life support level (ALS), hazardous materials response and a technical rescue team built around a regional approach model. We are planning to have a minimum of five career personnel on duty and ready for immediate response every moment of the year. At this time actual staffing levels and response may drop to as low as only four (4) personnel per duty shift on at any one time due to off-site training, illness and/or vacation. The Operations Division responded to one thousand eight hundred and twenty six (1,826) incidents during 2008. These emergency incident(s) included one hundred and four (104) fire incidents with twenty five (25) of these incidents being actual building and/or structure fires.

The Advanced Life Support (ALS) Emergency Medical delivery system operates three ambulances with twelve (12) EMT-Basics, one (1) EMT- Intermediate and ten (10) EMT-Paramedics. This system conducted one thousand (1,030) patient transports during calendar year 2008.

The Fire Prevention Officer is tasked with and is responsible for assisting in the investigation of fires, fire code enforcement, plans review. He also works closely with the Director of Municipal Inspections conducting commercial/residential inspections. He also conducts quarterly building fire prevention inspections and public education to the school district and the rest of our community. This division conducted six hundred and fifty six (656) inspections and permit fees received equaled \$19,311.00 during calendar year 2008.

The Training Division is tasked with developing and delivering training lesson plans to all of our personnel. In 2008 we documented two thousand six hundred and ten (2,610) man hours of training.

The Hopkinton Emergency Management Agency (HEMA) is led by the Acting Fire Chief who was recently appointed the Emergency Management Director (EMD). All Hazards Mitigation planning is ongoing and training is regularly updated, advanced and refreshed.

HOPKINTON FIRE DEPARTMENT SERVICES - #220

- You can contact us at 911 for all emergencies; call 508-497-2325 to schedule inspections and general information requests or at our web site; www.hopkintonfd.org. We encourage our citizens to e-contact the Chief, Deputy Chief or Fire Prevention Division with any related questions or issues.
- We offer prompt, caring and professional response to all fires, emergency medical responses at the Advanced Life Support level and all other requests for assistance.
- We offer assistance, answer inquiries and issue permits and certificate(s) for; Manufacture, Storage and Transportation of Fireworks; Dry Cleaning and Dry Dyeing; Oil Burning Equipment, Operation and Maintenance of Buildings or other Structures used as Garages, Service Stations and Related Storage; Liquefied Propane Gas Containers and Systems; Manufacture and Handling of Plastics; Transportation and Handling of Flammable and Combustible Liquids; Tanks and Containers: General Fire Prevention Provisions: Commercial Cooking Operations; Explosives; Storage of Flammable and Combustible Liquids, Flammable Solids and Flammable Gases; Model Rockets; Lumber and other Forest Products; Flammable Liquids in Bulk Plant Loading and Unloading Facilities; Tentage; Use and Maintenance of Temporary Portable Heating Devices; Decorations, Curtains, Draperies, Blinds and other Window Treatments; Cannon or Mortar Firing; Fire Warning Systems Installed in Buildings; Removal of Obstructions and Hazards in Certain Buildings and on Public or Private Ways; Compressed Natural Gas Containers and Systems; Upholstered Furniture, Molded Seating and Re-Upholstered Furniture; Unvented Propane or Natural Gas-Fire Space Heaters; Carbon Monoxide Alarms; Approved Smoke Detectors; Rubbish Handling and Welding and Cutting Operations and Burning Permits.
- Insurance Services Office (ISO) Rating: Working diligently to develop policies and implement changes to improve our current 5/9 rating. The Towns last review was in May of 1998. The ISO rating, higher or lower, directly affects the insurance rates on our home and commercial properties.
- We offer personnel, experience and resources to assist the School District Crisis Response Teams to proactively insure safer schools and improve the overall safety of our children and the school staff.
- We offer first aid, cardio pulmonary resuscitation (CPR) and defibrillator training to our businesses and community.
- We offer a certified child safety seat inspector who assists families with the safe installation of care seats.
- We invite our citizens to stop in and visit the firehouse to meet and talk with your firefighters.

DEPARTMENT OF WEIGHTS AND MEASURES - #244

The Hopkinton Department of Weights and Measures enforces Massachusetts General Laws, town by-laws, state and local regulations relating to the accuracy of weighing and measuring devices that weigh, measure, and count commodities offered for sale to the public. This includes gas pumps, scales, oil trucks, scanners, item pricing and unit pricing (in food stores or food departments). To ensure that equity and fairness prevails in the marketplace the department enforces all laws relating to the accuracy of weighing and measuring devices used by local businesses. To accomplish this, the department inspects and seals or condemns the devices tested. Additionally the department may inspect prepackaged foods and merchandise to assure compliance with weight, measurement, and count requirements and for proper labeling as to weight, measure, and extended prices. The department investigates complaints on weighing and measuring devices such as gasoline dispensers not complying with legal standards. The department also investigates complaints for short measure of fire wood delivered to homes (consumers) to assure compliance with proper measurement (128 cubic feet) based on what the consumer has purchased. Oil trucks may be inspected to assure that their meters are properly sealed and the correct fuel oil delivery slip is prepared. If violations are found based on inspections or complaints, the department may issue civil citations or engage in criminal actions.

The department is staffed by one part-time Weights and Measures Inspector appointed by the Director of Inspections. That Weights and Measures Inspector has passed a Commonwealth Division of Standards certification examination in order to perform the mandated duties. In addition, certifications have been obtained in all other areas with which the inspector is involved. To maintain certification the inspector must obtain Continuing Education Units on an on-going basis.

DEPARTMENT OF WEIGHTS AND MEASURES - #244

- We inspect for you.
- Our inspections save everyone distress and money.
- 304 devices inspected including gasoline dispensers, scales, scanners.
- 138 inspections conducted.
- 54 item pricing inspections were completed under a grant received from the Massachusetts Division of Standards.
- 16 price verification (scanning) operational inspections conducted.
- \$23,000 saved to consumers by inspections.
- \$35,000 saved to merchants by inspections.
- On-going education of consumers and merchants in role of Weights and Measures.

BUILDING DEPARTMENT – # 249

There are (5) five people in our department. The Inspector of Buildings, 1 part-time Plumbing & Gas Inspector, 1 part-time Wiring Inspector, 1 full-time principal Administrative Assistant, and 1 part-time Administrative Assistant. The Building Department is in charge of enforcing the Massachusetts State Building Code (780 CMR), the Commonwealth of Massachusetts Fuel Gas and Plumbing code (CMR 248) NFPA 70: National Electrical Code, and Zoning By-Laws Chapter 210 Town of Hopkinton.

The Inspector of Buildings works closely with the Fire Department and do joint inspections on commercial projects as well as the required 106 Yearly Inspections. The Building Department does plan review and issues permits for the construction of new buildings, commercial and residential and any renovation or alteration to any residential or commercial building. This would include conversion of any building/dwelling from one use to another. This office also follows up on complaints to the Building Department or any other office that we interact with (i.e. Board of Health, Conservation Commission, Historic Commission, Planning Board).

This office maintains and retains permanent records for all buildings (i.e. Plans, Permits, Certificate of Occupancy) within the Town of Hopkinton and we are also the only office to determine the legal use of a property.

The Building Inspector is also the Zoning Enforcement Officer for the town and investigates complaints, serves cease and desist orders, attends Zoning Board of Appeals meetings and issues warnings and penalties.

The principal Administrative Assistant oversees the office, maintains all financial documents, payroll, attendance, deposits all revenue related to building permits, gas, plumbing, and electrical permits and keeps track of weekly deposits. The part-time Administrative Assistant assists the principal Administrative Assistant in answering requests from our varied cliental list of interest citizens to contractor ready to build, as well as typing out building permits and letters and scanning all information into the data bank and also files hard copies into permanent files. Our office investigates complaints and takes appropriate action.

TREE WARDEN - #294

The Tree Warden works closely with the DPW in maintaining the trees of the Town of Hopkinton.

The Tree Warden serves the citizens of Hopkinton and its Green Space by providing administrative, supervisory and skilled hands on work in the care of street and park shade trees including the planting, designing, relocating, trimming and removal of trees and spraying for pest control. Trees that present a special hazard to the public, (often located near a roadway) are posted and a hearing held prior to removal.

SCHOOL COMMITTEE - #300

89 Hayden Rowe Hopkinton, MA

Nancy Burdick, Chairman Phil Totino, Vice Chairman Richard deMont

At its meeting on January 29, 2009 the School Committee voted to submit an FY10 budget request of \$32,854,425 which represents a \$1,200,000 increase over the FY09 budget. The Committee took this action after thoughtful consideration of the request from the Board of Selectmen to submit a level-funded budget.

The consensus of the Committee was that submission of a flat budget - which would require severe cuts in staffing and services for the third consecutive year - would deal a devastating blow to the school system and could be interpreted as abdication of the Committee's responsibility to advocate for the children of Hopkinton.

The Committee also took into consideration the fact that the town's financial situation is more favorable than when the Board of Selectmen issued its budget message a few months ago, and that the Board has expressed a desire to find money to provide to the school department to mitigate the impact of the financial crisis.

Contractual obligations and other fixed budget increases add \$2,085,000 to FY10 school department costs. Therefore, the requested budget requires reductions of \$885,000 from other areas of the budget (\$2,085,000 - \$1,200,000). While the Committee is concerned about making these reductions, we stand willing to do so as a necessary action to close the gap between what is desirable and what is possible. The major impacts relative to the FY09 budget are as follows:

- Reduction of 2 administrators and 3.4 support staff
- Reduction in spending on supplies and textbook replacement
- Reduction in funds for professional development for teachers

A level-funded budget would have the following additional impacts:

- Reduction of 14.6 teachers, resulting in increased class sizes for the third straight year
- Elimination of seven sub-varsity athletic teams and the robotics club
- A substantial increase in the athletic fee and institution of a new student activity fee at the High School and Middle School
- Elimination of late buses

Please be assured that the School Committee is looking forward to working with the Board of Selectmen to identify sources of funding for its requested budget. We are committed to working together to reach a final budget amount that is supportable by available revenues, preserves the educational experience for our students to the greatest extent possible, and preserves other essential

FACILITIES DEPARTMENT - # 411

The Facilities Department is entering its eighth year of operation with a mission to maintain oversight of all Town capital design and construction projects. Responsibilities include participation with all the building committees and various departments throughout their project development. We assist in designer selection, bidding, value-engineering, contractor selection, and provide on-site Clerk-of-Works quality assurance services.

The charge of the Facilities Department is also to promote the vision of the Town to maintain its inventory of Town-owned buildings, properties and other physical assets. The planning and construction of new facilities along with prioritized schedule of repairs of existing assets is implemented in a manner that provides for cost-effective, energy efficient and durable buildings. This initiative results in reduced operating costs, less remedial repairs and a greater life-cycle.

In addition, the Facilities Director works with energy conservation engineers to upgrade various building systems utilizing incentive, rebate and grant programs. Recently, the Director obtained a significant grant from the Massachusetts Technology Collaborative to install solar electric panels on the Police and Fire Stations as well as the Middle and High Schools at no cost to the Town.

The services provided to Town officials, staff and the public demand a wide-range of professional design and construction credentials necessary for the delivery of successful capital project, while continuing to be a resource for other Boards and Committees.

The Facilities Department remains committed to achieving an efficient, cost-effective process for Town projects, as well as improving the quality and value of Town buildings and assets.

FACILITIES DEPARTMENT - # 411

- Schedule of meetings for Facilities Board can be found on the Town's website at www.hopkinton.org.
- Physical data on the Town's facilities can be provided by this office
- A list of Town projects currently managed by the Facilities Department is available
- Bid results for building construction projects is available from this office
- You can obtain guidance on ADA and Accessibility regulations from this office.
- This department can provide sample proposals on selecting a designer
- Information on the Town's Solar photo-voltaic system is available
- Referrals to obtain a discounted solar system on your residence or no-profit facility can be provided
- Alternative sources of utility suppliers can be obtained at this office

STREETLIGHT DEPARTMENT - #424

This department is responsible for the municipal street lights throughout the Town.

The lights provide for the illumination of various roadways, intersections, public parking lots, municipal & school buildings and parks for the public's safety. The function of the lights are often checked by both the Hopkinton Police patrols and DPW workers.

In 1995 the Town entered into an agreement with Boston Edison to own and maintain the town-wide municipal light system of 563 lights. This department funds the electrical utilities and ongoing lease agreement for these lights.

The department recently re-examined this lease agreement and evaluated whether the Town should consider owning and maintaining the streetlight system as a cost-savings measure.

DEPARTMENT OF PUBLIC WORKS - #499

It is our mission to provide the citizens of Hopkinton with an infrastructure that affords safe and reliable movement of vehicles and pedestrians; secure and dependable operation of water, sewer, drainage and waste removal; and attractive, comfortable public assembly areas. There are 23 staff in DPW, Highway, Water and Sewer as well as 1 Part Time Tree Warden, 1 Part Time Recycling Center Attendant, 1 Part Time Custodian and 3 Part Time Seasonal Employees.

The Department of Public Works is the most diverse of all the town departments. The department is comprised of the Administrative Division, Water & Sewer Division and the Highway Division. The Cemetery, Parks, Building Maintenance, Solid Waste and Recycling Collection and Disposal and Tree Warden also fall under the Public Works umbrella.

Administrative Division

The Administrative Division provides oversight, direction, guidance and administrative and clerical support to all other divisions of the public works department. This division is the first point of contact for the public. Correspondence, inquiries, reports and complaints are all received by administrative personnel and forwarded to the proper division for action and resolution.

This division monitors and administers the overall operating budget and personnel of the department, including the water and sewer enterprise funds. It also coordinates the following services:

- **Solid Waste and Recycling Collection and Disposal** – Curbside collection of rubbish and recycling as well as weekly recycling center dropoff, monthly white metals collection and annual household hazardous waste dropoff. The DPW administers the waste disposal contract and the mercury collection program.
- **Tree Warden** - Removal of hazardous trees, coordinate with power company to clear tree limbs from power lines, enforces scenic road and shade tree bylaws and advises on tree husbandry.
- **Pavement Management** – Perform preventive maintenance and improvements to Roadways to mitigate deterioration to reduce the need for costly structural repairs.
- **Hazard Mitigation** – The DPW is working closely with FEMA to mitigate recurring drainage problems through grants and disaster reimbursements.

Highway Division

The Highway Department has many responsibilities to the town and its citizens. Some of which include the following:

- **Road Maintenance and Repairs** – 124 miles of roadway and 45 miles of sidewalk
- **Snow Plowing** – Plowing and sanding roads, sidewalks, schools and town facilities
- **Tree Maintenance** – Tree and brush control along roadways
- **Traffic Control Maintenance** – Traffic lights, signs, line striping and crosswalks. The Division is looking to install surge protection at the traffic signals at West Main/South/West Elm Streets.
- **Parks Maintenance** – Mowing, rubbish removal and general maintenance of 8 recreational areas
- **Cemetery Maintenance** – Mowing and general maintenance of 6 cemeteries as well as burials

- **Vehicle Maintenance** – Maintenance of Highway, Water, Sewer, Police, Fire and Council on Aging Vehicles
- **Emergency Storm Response** – Fallen tree removal and flood mitigation
- **Stormwater Management Program** – as regulated by the EPA the Town must inspect and maintain drainage system, sweep roadways and clean catchbasins.
- **Pavement Management** – For 2009 the Highway Division has identified approximately 20 miles of roadway scheduled for maintenance and improvements through crack sealing, chip sealing, cold milling and pavement overlay, and reclamation and reconstruction.

The Highway Departments goal is to remain committed to providing the Town of Hopkinton with the best level of service possible with the existing funds and manpower we have available.

Water Division

The water division staff is responsible for many functions to operate and maintain the Town of Hopkinton water system and includes the following:

- **Water Distribution** – The Division maintains 6 pumping stations, 3 water tanks, 650 fire hydrants and 65 miles of water main. Approximately 65% of the town is serviced by municipal water. The department is on call 24 hours a day 365 days a year.
- **Water Metering** - Each year over the division conducts over 6,000 water meter readings and replace more than 200 meters. We will continue with the installation of our new radio capable water meter reading system.
- **Water Testing** - Routinely, water samples are collected each month all over town and tested for bacteria. We are also mandated by the state and federal government to test for a wide variety of other contaminants in the water. All of our testing meets the state and federal guidelines.
- **Water Main Repairs** – The division responds day and night to repair water main breaks and leaks to maintain water quality integrity.
- **Leak Detection** – With the aid of a state grant we will be conducting a water audit of the system and utilizing new leak detection equipment.
- **New Well Sources** - The department has completed construction of Well No. 6 on Fruit Street and should be running for this summer. A new well is being proposed on the Alprilla Farm site and the initial results were promising.
- **Upcoming Projects** –
 - **Computer Control** - Once the new Fruit Street Well No. 6 is on line we will be looking to modify the SCADA controls to reflect the additional well and the restrictions imposed by the state for daily flows.
 - **Well Servicing** - We will also be looking to take Fruit St Well No. 2 off line for cleaning and inspection. While the well is out of service we are looking to install a new master meter, check valve and gate valve.
 - **Tank Painting** - With town meeting approval we will commence with the painting of the West Main St. Storage Tank.
 - **Lake Maspenock Drawdown** – The Division is applying for Conservation Commission approval to operate the dam to drawdown the lake seasonally for weed control and for dam maintenance.

Sewer Division

The sewer staff is responsible for many functions to operate and maintain the Town of Hopkinton water system and includes the following:

- **Sewage Collection** – The Division checks 8 pumping stations and one oxidator chamber (for odor control) along with over 40 miles of sewer pipe. Approximately 40% of the town is serviced by municipal sewer. The daily inspection of the stations encompasses a 30 mile round trip to ensure the system is functioning properly. The department is on call 24 hours a day 365 days a year and responds to numerous emergency calls throughout the year.
- **Sewage Disposal** – Sewage is pumped to the Westborough Wastewater Treatment Facility for treatment and discharge to the Assabet River. The Town of Hopkinton has approval from Town Meeting and DEP to construct a Wastewater Treatment Facility at Fruit Street to increase sewerage capacity as well as an Inter-Municipal Agreement with the Town of Milford to treat and discharge sewage to the Charles River.
- **Collection System Maintenance** – The Division conducts the sewer main cleaning program utilizing the town's sewer vacuum and jetting vehicle. It also clears brush from cross country sewer easements to enable access in case of emergency and to allow for pipe testing. In addition the Division performs maintenance and rehabilitation on the sewer pumps in-house providing cost savings to the town.
- **Sewer System Evaluation Study (SSES)** – The Division has completed a Phase I SSES on portions of the collection system to identify sources of inflow and infiltration (I/I), namely stormwater runoff and groundwater that enter the collection system. I/I takes up sewerage capacity and costs additional money to pump and treat. The Division will conduct a more detailed Phase II study to identify specific areas where I/I is a problem and take corrective measures.
- **Other Upcoming Projects** –
 - Community Development Action Grant application for the Sewer and Roadway Improvements to Elm Street.

DEPARTMENT OF PUBLIC WORKS - #499

The DPW Administrative Office provides the following services to the public:

- Road Opening Permits
- Trench Safety Permits
- Driveway Opening Permits
- Recycling Bins
- Missed Trash Collection Complaints (508) 983-1023 – EL Harvey
- Recycling Center Drop Off – Wood St (Rt. 135) - 7:30 am to 3:30 pm Saturdays
- Tree Warden services for removal of hazardous trees, advise on disease and insect control, tree selection and selecting your own Arborist
- Cemetery Plot Sales and Burials (508) 497-9742 – Cemetery Office
- Household Hazardous Waste Collection Day – annual

The Highway Division provides the following services to the public:

- White Metals Collection – 7:00 am to 3:00 pm last Saturday each month
- Drainage Problems
- Road and Sidewalk Condition Problems
- Sand for residential winter use
- Mailbox Damage due to plowing
- Emergency Storm Response – Fallen tree removal and flood mitigation

The Water Division provides the following services to the public:

- Answer Questions concerning Water Bills
- Respond to water quality and pressure problems
- Locate water lines and services
- Provide Water Conservation Kits
- Provide Rain Water Collection Barrels for a nominal fee

The Sewer Division provides the following services to the public:

- Answer Questions concerning Sewer Bills
- Locate water lines and services
- Respond to sewer odor complaints

BOARD OF HEALTH - # 510

In accordance with Massachusetts General Laws Chapter 41 Section 1 the Board of Health is elected by the voters of the Town. The Board consists of a chairman and two members. They meet twice a month, usually the first and third Thursdays at 7:00 p.m. in the Town Hall and are required by State statutes and regulations to perform a variety of functions relative to the promotion of public health, control of infectious disease and protection of the environment. In accordance with the General Laws of the Commonwealth and the Town Charter the Board of Health appoints their employees. The Department has two full time employees, the Public Health Administrator, the Administrative Assistant, and a contractual Public Health Nurse as their staff. A contractual Food Inspector and Health Agent also assist the Department.

The Board of Health is responsible for permits in Town relating to sanitary operation and pollution prevention. Licenses are issued to operate a food establishments, a recreational camp, a tanning facility, a public or semipublic swimming pool, collecting rubbish, selling tobacco, pumping and hauling septage, installing a private well, individual sewage disposal system, and abating an emergency beaver/muskrat problem. Licensing funeral directors and issuing burial permits are also part of our responsibilities. Please note that the Board staff does all health and environment general law, regulation and bylaw enforcement.

A Community Septage Management Program providing low interest loans to homeowners with a failing septic system is delivered through this office

The Board provides for professional nursing service investigating reportable communicable disease in Town as well as offering two immunization clinics for influenza and pneumonia for residents. The Office is also involved with emergency response planning which includes coordinating food service operations and inspection service for our Marathon weekend. The Town is a member of the Central Massachusetts Mosquito Control Project and the department is a liaison to the Project which performs activities to reduce the mosquito population by larvaciding, reducing breeding areas and spraying. The Department is involved in a mercury reduction program providing a collection site for thermometers containing mercury and an exchange for digital thermometers.

BOARD OF HEALTH - # 510

The Board of Health is a point of contact with the public. Our office assists everyone seeking to comply with regulations by:

- Processing applications and issuing permits for food establishment operation, septic system installation, well installation, recreational camp operation, tanning facility operation, public and semi-public swimming pool operation, body art establishment, rubbish haulers, septage pumper/haulers, emergency beaver/muskrat abatement;
- Reviewing plans/issue permits/inspect installation of new/replacement septic systems;
- Witnessing soil testing for new/replacement septic systems;
- Reviewing Title 5 septic system inspection reports;
- Reviewing building permits application (new construction/renovation);
- Responding to housing code violations;
- Responding to request for information and complaints;
- Providing emergency planning (emergency dispensing site/all hazards);
- Investigating reported illness;
- Providing inspections of private well installation including review of quantity and quality report;
- Licensing funeral directors and issuing burial permits;
- Providing inspections/samplings of the Town beach;
- Responding to food recalls;
- Permitting/enforcing tobacco control regulations; and
- Serving as the Town's liaison to the Central Massachusetts Mosquito Control District.

COUNCIL ON AGING – #541

The Council on Aging is a volunteer advisory board, appointed by the Selectmen, our purpose is to support and advocate for Senior Center services. Each of the nine members volunteers and actively contributes to the success of the Senior Center. The Council meets at 1 p.m. the first Wednesday of every month at the Senior Center. The public is welcome.

The mission of the Council on Aging is to promote the well-being and to enhance the quality of life for older adults in the Town of Hopkinton, and to carry out activities and services that encourage independence and continuing participation in the community.

Social, educational, wellness, nutrition, transportation, volunteers, and other programs are offered at the Senior Center. Outreach workers provide assistance: to frail and homebound elders; in obtaining services from agencies for homecare, Meals on Wheels, referrals to Elder at Risk and other agencies, family interventions, rectifying safety issues, adaptive equipment, File of Life and much more. Fuel assistance and referrals for non-seniors are also handled by the Outreach workers.

The Senior Center is located at 28 Mayhew Street. The facility, built in 2006, houses the activity rooms, function hall, dining room, thrift shop, library, game room, and staff offices. Normal hours for public access are Monday – Thursday 8:30 – 4:00 and Friday 8:30 – 2:00.

Our department depends heavily on the Friends of the Hopkinton Senior Citizens, Inc. They are a vital part of our senior community, they raise funds to support the transportation, nutrition and other programs. Nearly 200 volunteers, of all ages, provide a vast network of support.

Many activities, including exercise options and lunches, are open to all ages as space allows. The public is invited to stop in any time.

Our monthly newsletter and calendar of events, The Hilltopper, is available online through the Town website.

COUNCIL ON AGING - #541

The Senior Center provides a wide variety of programs and services.

These are services that you can directly benefit from:

Outreach services: assist with most aspects related to a seniors well being.

General assistance: Help with health insurance issues, Medicare, Mass Health, prescription plans, tax rebates, Food Stamp and Fuel Assistance applications (all ages), and referrals to charitable groups in emergency situations.

Health and fitness programs: including a wide variety of exercise classes, weight management support group, clinics, screenings, informational programs, health fairs and more.

Nutrition program: includes weekday continental breakfasts, full lunch with choices (the main meal for many), special dinners

Transportation: rides medical appointments, shopping, Senior Center activities and Day Trips.

Programs: art, pottery, quilting, play reading, crafts, knitting, games, chorus, Book Club, Readings, gardening, dog training, social, intergenerational, veteran's, holiday, and public events.

Information and Referral: the Senior Center staff is available to answer questions and address concerns.

Please call the Senior Center at 508-497-9720 for more information regarding these services.

VETERANS DEPARTMENT - #543

Your Department of Veterans Services provides services for veterans and their families as prescribed under MGL c 115.

As your Veterans Agent, I interact with other departments within the Town as well as State and Federal Agencies.

The Department of Veterans Services is a part time position and is part of a District, your agent is available on call, and my office is located in the Town Hall.

As your Agent, I conduct all interviews with the veteran and or his spouse to ascertain their entitlement to c 115 benefits as well as to all Federal Benefits. I am responsible in maintaining all records on each claim filed through my office, as well as billing, payrolls, and the processing of checks for veterans each month.

Veterans Benefits, c 115 claims, are submitted to our Boston office for approval before any payments are made. Each month State Returns are submitted to our Boston office after which the Town is reimbursed 75%.

Most of your agent's time is spent on filing for Veterans Administration claims for Veterans Administration Compensation and Pensions Benefits as well as the filing for Medical benefits.

I have established a Veterans Web site at www.hopkinton.org/vets listing veterans of all wars as well as providing veterans in the community the latest information that may be beneficial to them.

HOPKINTON PUBLIC LIBRARY - #610

The Hopkinton Public Library is located at 13 Main Street in the heart of downtown, just steps away from the Town Common. It strives to be a welcoming central place for the community while providing access to a wide range of materials, services, and programs to residents free of charge.

The Library offers resources for all ages and has extensive collections of fiction and non-fiction books, E-books, downloadable audio books, books on CDs and cassettes, magazines and newspapers, educational and entertainment DVDs and discounted museum passes. There are resources for local history including records and documents housed in the Treasure room of the Library. Patrons can fax, photocopy or scan documents. Information and resources can be accessed via the Library website at www.hopkintonlibrary.org.

Computers are available in the Library for residents to access the Internet to search for information, check e-mail or conduct research using online databases. Our wireless service allows patrons to use their laptops to access the Internet from anywhere in the Library. Our experienced, professional staff members assist residents with their research and information needs.

The Library is a member of the Central and Western Massachusetts Automated Resources Sharing network (CW/MARS) and Central and Western Massachusetts Regional Library System (CMRLS). As a member library, residents can borrow materials from over 60 libraries with access to millions of items. Materials can be requested from any member library and can be delivered at the Hopkinton Public Library! This invaluable resource to our community is supported by the State and our membership fee is funded by the McGovern Trust.

The Library also offers a variety of educational and recreational programs for adults and children throughout the year. There is a busy schedule of regular story hours and crafts for children. Children from the kindergarten classes and Cub Scouts visit the Library regularly. Special events and programs are planned during school vacations. Children also participate in the summer reading program. The Library collaborates with the school system to provide the required list of books available in the Library during the summer months. Finally, there are frequent performances by local artists and talented residents.

The Library is open Mon. 1 – 8 pm, Wed. & Fri. 10 am – 8 pm, Tues. & Thurs. 10 am – 5 pm & Sat. from 10 am to 1 pm September to June. For more information visit our website www.hopkintonlibrary.org or call (508) 497-9777.

HOPKINTON PUBLIC LIBRARY - #610

Library Users can use/borrow the following:

- books - fiction and non-fiction
- books on CDs and tape
- newspapers and magazines
- movies - entertainment and educational DVDs
- discounted museum passes
- music CDs
- borrow required books for School Summer Reading

They can also:

- access over 60 regional library catalogs
- request books & materials from other libraries around the region
- use special local history documents and information
- request items to be sent to Hopkinton library
- use computers to access the Internet
- search databases for articles or information
- receive instructions/assistance on use of computers
- use free wireless connection for laptops
- use library space for tutoring and meetings
- attend a variety of library programs – recreational and educational
- attend story hours, crafts and special events for children
- request assistance with information or homework assignment
- request Readers Advisory Service
- request for assistance via phone, e-mail or walk-in
- participate in the Summer Reading Program
- participate in the Middle School Book Club
- obtain books for the Senior Book Club
- get hard copy or print tax forms
- use the fax, copy machine or a scanner
- access library services and resources via the website www.hopkintonlibrary.org

PARKS & RECREATION - # 630

The Parks and Recreation Department mails a spring/summer and fall/winter brochure to every home in town and that same information is available at www.hopkinton.org/gov/parks.

Hopkinton's Parks and Recreation Department provides a variety of recreational programs to the residents of the Town. The department reports to a five member elected board who oversees the recreational needs for the residents.

The department has under its jurisdiction Reed Park, Carrigan Park, Sandy Beach and Board Ramp, EMC Park, Daniel Shays Field, Emerald Hills Field, and the two Fruit Street fields. It is also responsible for the Town Common and Gazebo.

Two of the larger Recreation Department programs offered are the summer camp, ski program, and a Youth Basketball league. Those programs have approximately 500 patrons in each. The department also sells close to 1200 beach tags for residents to use Sandy Beach which is staffed by Red Cross trained lifeguards. You can enjoy many pre-school aged programs, along with sport slinks for youths.

Adults can enjoy programming geared for them as we offer fitness, volleyball, and basketball at convenient times for the working men and women of the town.

DEBT SERVICE - #710

The Treasurer'/Collector's office is responsible for the #710-0071, . Account #710-0072 covers Retirement of Debt (principal payments). Account #751 covers Long Term Debt interest (interest payments). Both accounts are for long-term borrowings in excess of one year. The long-term debt payments are set by schedule at the time of borrowing. Most of the long term debt on the books consists mainly of municipal buildings and Water and Sewer projects. The balance of debt is for departmental equipment. The #710-0159 account called Short Term Debt interest covers interest on temporary loans of one year or less. A small amount is budgeted to cover reimbursable State Aid loans such as Chapter 90 (road projects).

BENEFITS - #910

The Town of Hopkinton pays its employees weekly. All paychecks, tax services, deductions, and enforcements of Child Support, Federal, and State taxes are managed through the Human Resources Department.

This includes account #910 - #0070 for FICA. This covers the Town's obligation to match the employees Medicare deduction. It is calculated at 1.45% of the employee's pay. All employees hired after 1986, who are not retirees, have to pay this deduction. Since it is calculated as a percentage of an employee's pay, this line item will increase as the payroll increases due to raises or more employees on this payroll.

Unemployment	Employee Assistance Program
Life Insurance	Drug & Alcohol Testing
Health Insurance	FICA
Middlesex County Retirement	

In addition, the Town of Hopkinton offers its full time employees a full slate of benefits including a longevity bonus program, which are managed by the Human Resources Department.

The Town offers its current employees a choice between two different health insurance companies with two plans offered per company. In addition, the Town offer two choices of dental insurance, long term disability insurance and Life Insurance. All of these are managed and administered solely through the Human Resources Department.

Since Health Insurance is now mandatory in Massachusetts, an extra layer of administration and auditing has been set in place by the Human Resources Department to meet the requirement of the law and the needs of the employee.

In addition to a pension plan offered through Middlesex Retirement for our full time employees, we offer OBRA for our part-time employees as mandated by law. To further complement our pension programs, the Town offers a voluntary 457 plan, which is similar to a 401k and Flexible Spending for both healthcare and dependent care which is managed by Human Resources.

The Town of Hopkinton offers several different types of paid leave, including vacation, sick, personal, floating day off, bereavement and holiday leave, all of which is managed by the Human Resources Department.

As required by law, we offer Worker's Compensation and Unemployment Insurance, also managed by the Human Resources Department. In addition to Worker's Compensation Insurance the Town also carries a Liability Insurance policy, which covers property, casualty and auto insurance.

BENEFITS - #910

- You, the taxpayer, are indirectly served by our efforts to provide mandated benefits at a very effective level of service and the resulting lower cost.
- Employees and retirees enrollment and claims processing is assisted by the Human Resources Department and keeps benefits costs as low as possible in order to reduce the burden on the taxpayer.
- We maintain the Town of Hopkinton's reputation as a quality employer, enabling us to attract and retain the best employees, who in turn provide the education and safety of its citizens.
- We keep the Town in compliance by managing and administering health insurance coverage and proof of coverage, as mandated by the State.

BLANKET INSURANCE - #940

This policy covers general liability for its employees and leaders. Blanket Insurance is provided by MIIA (Massachusetts Interlocal Insurance Agency). MIIA operates as a trust. With a trust all unexpended balances of premium monies going into MIIA are returned to the Trust Reserve at that time and applied towards future bills.

Our Blanket Insurance Policy under MIIA provides the following subgroups of blanket insurance:

- Property
- Casualty
- General Liability
- Automobile coverage.