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Dear Friend,

I am very pleased to present the City of Quincy Report on your government, summarizing some of the work done over the last year and continuing efforts to improve our community in the years to come.

The goal of the City of Quincy Report is to provide our community with a clear and concise picture of how your government operates. The information is an overview of each aspect of municipal operations: finances, public safety, education, infrastructure improvements, cultural and recreational resources and economic development.

Understanding just what we have accomplished allows us to look forward towards the future of our City.

Over this past year, Quincy400, our community-wide visioning and planning initiative, has focused on one simple question: “Where do we want Quincy to be in 2025?” From the feedback we received from surveys and resident and business community discussions, we are establishing various Quincy400 advisory groups that will work to provide solutions of best practices for some of the important issues we face today and going forward.

Quincy was founded and cultivated on the work and dedication of many who came before us; only through the efforts of many today will we succeed in creating the Quincy we wish to be in the future. Our future is bright. I am deeply grateful for the opportunity to serve you and to work with our residents, dedicated employees and our thriving business community. As always, please do not hesitate to call me directly at (617) 376-1990 if I may be of assistance in any matter.

Sincerely,

Mayor Thomas P. Koch
MARCH 2018 STORM

Last year, the City suffered its worst natural disaster in many years in the form of a brutal Nor’Easter that flooded dozens of homes, left thousands without power, and caused millions of dollars of damage to homes and public infrastructure.

The City and its residents responded with an unprecedented recovery effort. First responders rescued or evacuated hundreds of people through conditions that were, at times, extremely dangerous. Neighbors came together to volunteer and contribute supplies at an emergency shelter. Public Works crews worked to contain the immediate damage and restrain flooding.

In the storm’s aftermath, the Quincy City Council approved $3.4 million in emergency repairs to City infrastructure damaged by the storm, funded by a permit fee on development projects. The work included:

- 6,750 feet of roadway repairs
- 3,300 tons of debris removal
- Repairs and replacement of damaged or displaced seawalls
- Repairs to damaged tide gates

Mayor Koch also requested an allocation of $1 million from the City’s Affordable Housing Trust, an account also funded by private investment, to create an emergency temporary housing and home repair fund. The trust funds:

- More than 150 people received temporary housing
- 68 households received repair grants or loans, totaling more than $700,000

The community also came together to raise well over $100,000 in charitable funds to assist flood victims in recovering day-to-day items that were lost during the storm.

“The most striking thing about the storm was not the tide or the damage, but how our community came together to help one another. To everyone who checked on a neighbor, to anyone who brought supplies to a loved one or helped clear out their street, to every emergency services worker and first responder who worked over time: Thank you.”

-- Mayor Koch
BY THE NUMBERS

94,580
people live in Quincy, an increase of 2.5% from 2010

21%
of Quincy is open space—more than twice that of Paris, France

31%
of residents were born outside the U.S.

46%
of Quincy adults are married

39
years old is the median age in Quincy

43%
of Quincy residents have at least a bachelor’s degree

90%
of Quincy families choose to send their children to Quincy Public Schools

2.3%
is the unemployment rate in Quincy, compared to 2.9% statewide in 2019

$71,808
is the median family income in Quincy, with a per capita income of $38,631

13,675
single-family homes in Quincy

Sources: U.S. Census, American Community Survey, and Massachusetts Department of Labor and Workforce Development
FINANCIAL SNAPSHOT

The Fiscal Year 2019 Budget totals $310.6 million, a 3.7 percent increase from the previous year. Public safety, education and employee benefits account for nearly 80 percent of the City’s entire budget. Less than half of 1 percent of the total budget includes new programs or additional personnel. Almost all of the budget maintains existing services.

WHERE DOES THE REVENUE COME FROM?

- 75 percent: Real estate taxes
- 14 percent: Aid provided by the Legislature and Governor in the annual state budget
- 11 percent: Local receipts that include building permit fees and motor vehicle excise taxes

YOUR PROPERTY TAXES

The average property tax bill across Massachusetts has increased 7.4 percent over the last two years. In Quincy, the increase over the same period has been under 3.8 percent, almost half the state average.

Quincy has the fourth highest excess tax levy capacity of any city or town in Massachusetts. By the numbers, the City is more than $30 million under the property tax limit set by state law. Most communities tax at the legally allowed limit every year and some seek to go beyond it by using what is a called a Proposition 2½ override.

There are a number of property tax relief programs available to Quincy homeowners, including a deferral program offered to seniors. This year, the City will propose to raise the maximum income level for our property tax deferral program to $58,000 per individual, the highest allowed under state law.

“We consider Quincy’s economy very strong...We view the city’s management as strong, with good financial policies and practices…”

Standard & Poor’s, 2018

BUDGET CATEGORIES FY’ 2019
ELECTED CITY OFFICIALS

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Quincy is among the strongest performing public school districts in Massachusetts. Investing in our young people is at the absolute core of Quincy’s long-term planning. The City knows that success stems from a sustained investment in our children’s education: through increased staffing and expanded programs, new curriculum and technology, extracurricular opportunities for students beyond the bell and investment in security, maintenance, and new school facilities.

**STATE PILOT PROGRAM**

In 2010, Quincy’s graduation rate was 83 percent. Today, that rate has risen by nearly 10 points to 92.7 percent, higher than the state average of 88.3 percent. Because of this success, the Massachusetts Department of Elementary and Secondary Education plans to document Quincy’s best practices and explore how these might be replicated in other districts.

81 percent of our graduates will go on to attend 2- or 4- year colleges, with another 4 percent split evenly between pursuing post-secondary technical education or entering the military. A generation of Quincy students has benefited from free Full-Day Kindergarten – the first class to enter in the Fall of 2006 graduates in the Spring of 2019.

On June 3, 2019, the City opened its third new school since 2010, the South West Middle School. Meanwhile, planning on a new Squantum Elementary School and a new elementary school to serve West Quincy will continue through 2019.

**QUINCY SCHOOL-COMMUNITY PARTNERSHIP**

Over 100 local business partners provide funding, training and employment experience, mentors, and volunteers to enhance the educational and professional opportunities for our elementary, middle and high school students.

**ANN PEGG**

After more than 50 years as an educator in Quincy Public Schools, Merrymount Elementary School Principal Ann Pegg retired in February of 2019. Prior to becoming a principal, Mrs. Pegg was an academic classroom teacher, a special education teacher and an assistant principal. Under her leadership, Merrymount was recognized as a National Blue Ribbon School by the U.S. Department of Education in 2016.

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**SCHOOLS**

20 students
average elementary school class size

95%
middle school classes have 24 or fewer students

83%
high school classes have 25 or fewer students

81%
of graduates attend 2-year or 4-year colleges
PUBLIC SAFETY

POLICE
The Quincy Police Department makes our community a better and safer place for all who live in, work in and visit the City.

Over the last 10 years, crime in Quincy has dropped in almost every major category. Burglaries are down 40 percent, robberies down 47 percent and car thefts down 48 percent.

The Quincy Police Department is a leader in communicating with residents and building positive relationships in every neighborhood across the City. Due in part to their efforts, even relatively minor quality of life crimes, such as vandalism, are down 35 percent.

This Spring, the City Council received preliminary plans for a new Public Safety Headquarters, to replace the aged and decaying Sea Street police headquarters.

FIRE
The Quincy Fire Department protects life and property, operating from eight fire stations strategically located throughout the City. Last year, Quincy firefighters responded to 10,352 calls, including structure fires, motor vehicle accidents and medical emergencies.

Through the joint efforts of Congressman Stephen Lynch, Mayor Koch, and the City Council, the Fire Department will receive a new, state-of-the-art technical rescue truck. This truck is currently under construction, along with the first tiller ladder truck in a generation that will serve the City.

This year, every member of the Fire Department will receive a second set of bunker gear and every station house will be upgraded with new industrial washing machines and cancer-reducing rooms.

Fire Chief Joe Barron retired last year after a 40-year career. In December 2018, Mayor Koch swore in Jack Cadegan, a 33-year veteran of the department, as Quincy’s new Fire Chief.

SUBSTANCE USE PREVENTION

OPIOID LAWSUIT
In August 2018, Quincy became the first city in Massachusetts to file a lawsuit against pharmaceutical companies for their role in the opioid epidemic. The complaint was filed against five pharmaceutical manufacturers and distributors of opioid pain relievers alleging unfair, deceptive and fraudulent marketing and promotion of opioids throughout the City.

UPDATED TOBACCO REGULATIONS
On December 30, 2018, a Quincy Public Health regulation prohibiting retailers from selling tobacco products, vaping products or e-cigarettes to anyone under the age of 21 took effect. This enactment brought Quincy in line with state law increasing the minimum legal sales age of tobacco products to 21, three years early.

MAYOR’S PREVENTION FIRST INITIATIVE
Beginning in the Winter of 2018, Mayor Koch’s Prevention First Initiative, in collaboration with the Quincy Recreation Department, sponsored Open Gym Friday Nights for middle school students. This ongoing program provides kids vulnerable to risky behaviors with a safe environment to spend time with their friends doing positive activities.

ACCESS TO TREATMENT
In December 2017, with the assistance of the City, the Gavin Foundation took full ownership of the 64-bed detoxification facility on Old Colony Avenue in Wollaston. This transition ensured that residents of Quincy will have continued access to the highest quality treatment for substance abuse.

In 2018, the number of reported overdoses dropped 35 percent and the number of overdose deaths decreased by 24 percent.
PUBLIC WORKS

Quincy’s 250 miles of roads, 320 miles of sidewalks and 240 miles of underground water pipes are maintained by the Department of Public Works (DPW) through proactive outreach, careful monitoring and speedy response to keep our roads safe, streets clear and beaches clean.

ROADS

DPW rigorously maintains all roads and sidewalks through a series of innovative, proactive programs.

2019 will be a full year of the most aggressive road and infrastructure improvement program in recent history, with DPW supervising work on nearly 30 miles of road. Residents can expect new water mains, sewer line repairs, road and sidewalk reconstruction, and preventative maintenance.

TRAFFIC, PARKING, ALARM AND LIGHTING

As part of Mayor Koch’s $2.3 million traffic improvement capital plan, new traffic detection technology, an adaptive traffic signal platform and a state-of-the-art traffic management software suite are being rolled out across the downtown corridor. These improvements will make traffic more efficient and improve travel at all times of the day.

Thanks to the state-run Complete Streets Funding Program, Quincy received more than $300,000 to make our streets safer and more accessible for pedestrians and cyclists. By the end of 2019, ramps and signals will be installed at the corner of McGrath Highway and Southern Artery and multiple extended biking and walking paths will be finished.
ECONOMIC DEVELOPMENT

Quincy is in the final phases of transformation from a manufacturing economy into the knowledge economy. A key component of this process has been managing growing pains to mitigate any negative side effects of our growth.

QUINCY CENTER

More than a dozen years ago, Quincy embarked on a bold effort to reverse decades of stagnation that kept our downtown from reaching its potential. This vision stood on a central principle: the new Quincy Center would pay for itself.

Today, Quincy Center has been reclaimed as the economic engine of the City, thanks to the community’s vision, private investors, successive City Councils and administrations and the state. And this has been accomplished without any cost to homeowners and taxpayers outside of Quincy Center.

Thanks to a state program called District Improvement Financing (DIF), the City can pay for public improvements by leveraging new development revenue without affecting citywide services or increasing taxes. When property values go up, so does Quincy’s ability to pay for things like a temporary parking lot, a new parking garage, or a brand-new underground infrastructure.

Combined with state and federal grants and a hotel/motel tax, DIF revenue has brought nearly $200 million in necessary infrastructure investment to Quincy Center, creating growth for the first time in decades.

A new civic space and parking garage is scheduled to open in the Fall of 2019 in the area of the former Hancock Parking Lot. The new public investment created the opportunity for more than $100 million in private investment in the same area, with two major mixed-use buildings now under construction.

In early 2019, Brigham and Women’s Hospital announced a partnership with South Shore Hospital to bring a major medical facility to downtown Quincy through the City’s designated developer, FoxRock, for the area where the Ross Garage once stood. South Shore Health also announced plans to open a primary care practice at 1495 Hancock Street.

RESTAURANTS

Thanks to public and private investments, Quincy Center has experienced a restaurant renaissance, with 17 new restaurants opening over the last several years – about half immigrant-owned. This culinary transformation has turned Quincy into the dining capital of the South Shore.

HOUSING

With better schools, streets, parks and amenities, Quincy is attracting more people to live, work, and raise a family. But this increase in demand creates a decrease in affordability.

To combat this, the City has made great strides to facilitate new housing. Over the last several years, nearly 4,000 housing units across the City have been either built or permitted. Quincy will continue this work in 2019, focusing on development around transportation and business hubs. The City does not allow multi-family housing in single-family home zoning districts.
The new Department of Natural Resources combines the Park, Forestry, Cemetery, Recreation, and Conservation divisions under one umbrella to foster stronger collaboration and help address neighborhood resiliency to climate change and coastal flooding.

The past year was a historic one for park improvements in Quincy. The centerpiece was the opening of the new Hancock Adams Common, linking the United First Parish Church, the Hancock Cemetery and Old City Hall.

Quincy continued its investment throughout our neighborhood parks and playgrounds as well, with more than $6 million designated to improve playgrounds in every neighborhood, including Beechwood Knoll, McKinnon Playground in Hough's Neck, Wollaston School playground and four other locations. Improvements will continue throughout the next two years.

The City’s Park Improvement Plan also provided significant upgrades at Fore River Field with the completion of the new baseball diamond and installation of the City's first fully-accessible playground. The City's first Dog Park is due to open on Quarry Street in the Summer of 2019. New lights were installed at the Quarry Hills Baseball Complex and improvements were started at Russell Park, Flynn Playground and Cavanaugh Field.

The City Council authorized a $6 million overhaul of Kincaide Park in southwest Quincy, which will include a new splash park, walking trail, playground equipment, soccer fields, basketball courts, sprint track, flood control and more than 100 new trees.


The City also welcomes the Boston Cannons of Major League Lacrosse, the first professional sports franchise to call Quincy home. The Cannons plan to finance more than $1.5 million worth of improvements to Veterans Stadium, benefitting everyone who uses the facility.

There are 3,600 acres of open space in Quincy, including 52 municipal parks and 10 city beaches—that’s 21 percent of the total area of the City.

Over 200 part-time and seasonal staff supervised thousands of participants in hundreds of programs. After 36 years as director, and 54 years with the department, Recreation Director Barry Welch retired in January of 2019.
RECREATION

Quincy has an extensive network of parks, sports fields and other recreational facilities, including 3,600 acres of open space. Both Mayor Koch and his late father were Directors of the Park and Forestry Department, and the Mayor continues to prioritize development of parks and open space as a key driver of quality of life in the City.

In FY2018, over 200 part-time and seasonal staff supervised thousands of participants in hundreds of programs.

PREVENTION FIRST, FRIDAY NIGHT SPORTS AND MORE
The department launched a new, free, citywide program targeted at preventing substance abuse among middle-school boys and girls.

- 52 municipal parks
- 35 basketball courts
- 28 playgrounds
- 27 softball fields
- 23 tennis courts
- 10 city beaches
- 8 baseball diamonds
- 5 soccer & lacrosse fields
- 3 football fields
- 1 skate park
Note: This map is intended as a general representation of the City. For an up-to-date and interactive version of the map, please visit: bit.ly/QuincyMap
ELDER SERVICES

The Department of Elder Services coordinates programs and services for the 19,000 senior residents of Quincy. The Kennedy Center, the City’s multi-purpose senior center, allows visitors to participate each day in recreational events, support programs, assistance and classes.

Recently, the Kennedy Center celebrated its tenth year of operation. Membership is offered free of charge, and today there are more than 6,000 registered members, manifested in more than 100 visits to the Center each day.

The department’s van drivers made 21,000 trips last year, taking our seniors to medical visits and other appointments.

SPECIAL PROJECTS: DEMENTIA FRIENDLY QUINCY

In 2017, the Department launched the Dementia Friendly Quincy initiative, to help those struggling with dementia and their caretakers. City employees were trained on the difficulties of dementia, a resource library was created, and educational seminars were provided in conjunction with the Alzheimer’s Association.

SPECIAL PROJECTS: ELDER ABUSE PREVENTION TASK FORCE

In 2018, the Department launched the Elder Abuse Prevention Task Force to raise awareness and educate the public on this issue. Various forms of abuse are to be reported. The task force distributed an informational card throughout the community explaining that elders deserve to be supported and respected.

Beyond the walls of the Kennedy Center, Elder Services outreach workers visit the homes of Quincy seniors to ensure that they receive all the services the City has to offer. The City provides an Asian outreach worker at the Asian American Service Association (located at the Wollaston Lutheran Church on Hancock Street). Association services include document translation and information on the availability of services in the area.

VETERANS SERVICES

Getting accurate information about veterans benefits can be a confusing and frustrating experience. Luckily, the Quincy Veterans Service Office staff provides advocacy and information on a full range of federal, state and municipal benefits for those who have served.

Veterans Affairs claims, real estate tax abatements, financial assistance, fuel assistance, housing, quality healthcare coverage, and burial benefits are just a few areas where Quincy’s veterans can find help. An excellent partnership with the Quincy Career Center helps get unemployed or under-employed vets back into jobs and careers.

In coordination with the Quincy Veterans Council, the office organizes and coordinates all veterans events throughout the year, including Veterans Day and Memorial Day. Additionally, Quincy Veterans Services identifies and maintains almost 8,000 veteran graves.

The City has one of the most active Veterans Service offices in the Commonwealth, helping the 5,000 Quincy residents who served in the armed services and count on the Department with more than 400 assistance and benefit inquiries each month.

Quincy is home to 5,000 veterans, and every month Veteran Services handles 400 cases.
PUBLIC HEALTH

Quincy has a dedicated team of professionals working every day to ensure the health and well-being of residents, businesses and public facilities. Each year the Department conducts thousands of inspections, provides hundreds of trainings and issues a multitude of various licenses.

SPECIAL PROJECTS: PERCE
(PROGRAM TO ENHANCE RODENT CONTROL EFFORTS)

The Health Department is spearheading a comprehensive rodent initiative that enhances inspectional capabilities, education and outreach working across all City agencies, as well as with contractors to build a robust control program.

In 2018, Public Health nurses and outreach workers fielded 4,466 phone calls, conducted over 200 home visits and offered 100 educational seminars.

LIBRARY

The Thomas Crane Public Library (TCPL) is a center for a wide range of activities for all ages. At each of the four branches—Main, Adams Shore, North Quincy and Wollaston—visitors can learn, discover and gather together.

In 2018:

- **800,000** items borrowed
- **650,000** library visits in 2018
- **18,885** adults who participated in a program
- **10,766** children who participated in a program
- **3,123** teenagers who participated in a program

How we access information may change, but the Library will always be a resource. In 2018, although overall borrowing of materials increased by 2 percent, **digital resource usage increased by 22 percent**. In fact, more than 16,000 patrons received one-on-one technology instruction last year.

TCPL cards allow Quincy residents to access materials owned by libraries across the South Shore, the Commonwealth and beyond. More than 50,000 items were borrowed from other libraries in 2018.

**2018 MOST BORROWED BOOKS**

1. Little Fires Everywhere / Celeste Ng
2. Into the Water / Paula Hawkins
3. Small Great Things / Jodi Picoult
4. The Alice Network / Kate Quinn
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<tr>
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<th>NAME</th>
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<tbody>
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<tr>
<td>Public Works</td>
<td>Al Grazioso</td>
<td>Commissioner</td>
<td>617-376-1999</td>
<td><a href="mailto:agrazioso@quincyma.gov">agrazioso@quincyma.gov</a></td>
</tr>
<tr>
<td>Purchasing</td>
<td>Kathryn Logan</td>
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<td><a href="mailto:klogan@quincyma.gov">klogan@quincyma.gov</a></td>
</tr>
<tr>
<td>Recreation</td>
<td>Michelle Hanly</td>
<td>Director</td>
<td>617-376-1394</td>
<td><a href="mailto:mhanly@quincyma.gov">mhanly@quincyma.gov</a></td>
</tr>
<tr>
<td>Retirement Board</td>
<td>Lisa Mc Birney</td>
<td>Executive Director</td>
<td>617-376-1076</td>
<td><a href="mailto:lmcbirney@quincyma.gov">lmcbirney@quincyma.gov</a></td>
</tr>
<tr>
<td>School</td>
<td>Richard De Cristofaro</td>
<td>Superintendent</td>
<td>617-984-8700</td>
<td><a href="mailto:richarddecristofaro@quincypublicschools.com">richarddecristofaro@quincypublicschools.com</a></td>
</tr>
<tr>
<td>Solicitor</td>
<td>James Timmins</td>
<td>City Solicitor</td>
<td>617-376-1511</td>
<td><a href="mailto:jtimmins@quincyma.gov">jtimmins@quincyma.gov</a></td>
</tr>
<tr>
<td>Substance Use Prevention Services</td>
<td>Laura Martin</td>
<td>Substance Use Prevention Coordinator</td>
<td>617-376-1990</td>
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</tr>
<tr>
<td>Traffic, Parking, Alarm &amp; Lighting</td>
<td>Chris Cassani</td>
<td>Director</td>
<td>617-376-1936</td>
<td><a href="mailto:ccassani@quincyma.gov">ccassani@quincyma.gov</a></td>
</tr>
<tr>
<td>Treasurer Collector</td>
<td>Deborah Coughlin</td>
<td>Treasurer</td>
<td>617-376-1095</td>
<td><a href="mailto:dcoughlin@quincyma.gov">dcoughlin@quincyma.gov</a></td>
</tr>
<tr>
<td>Veterans Services</td>
<td>George Nicholson</td>
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<td>617-376-1192</td>
<td><a href="mailto:gnicolson@quincyma.gov">gnicolson@quincyma.gov</a></td>
</tr>
</tbody>
</table>